

BRENT J CARSTENSEN

(312) 218-0934
1504 Grand Avenue
Iowa City, IA 52246

brentcarstensen@gmail.com
linkedin.com/in/brentcarstensen
www.brentcarstensen.com

PROFESSIONAL OVERVIEW

OBJECTIVE

To secure a position in the Iowa City/Cedar Rapids area that leverages my extensive professional and volunteer/community experience. Also open to contract and remote work opportunities.

POSITIONING STATEMENT

Management professional with proven track record managing large, complex initiatives with diverse stakeholders, including executive management. Significant experience in program and project planning/execution, consulting services delivery, strategic planning, business development, sales management, RFP/proposal evaluation, and contract negotiations. Excellent communicator and strategic thinker. Strong presentation skills and experience. Quick learner with the ability to comprehend and adapt to complex situations. Considerable volunteer and community experience, including board of director positions, fundraising, and special event operations.

KEY COMPETENCIES

Program/Project Management	Client Relations	Consultative Approach	Leadership/Management
<ul style="list-style-type: none">▪ Accountability/Ownership▪ Planning & Funding▪ Staffing & Resourcing▪ Execution▪ Stakeholder Management▪ Risk Management	<ul style="list-style-type: none">▪ Trusted Advisor▪ Establish/Maintain Relationships▪ Influencer▪ Sales Management	<ul style="list-style-type: none">▪ Identify Needs▪ Evaluate Alternatives▪ Make Recommendations▪ Build Consensus▪ Negotiation and Close	<ul style="list-style-type: none">▪ Strategic Thinker▪ Verbal & Written Communications▪ Coach & Mentor▪ Change Agent▪ Financial Management

RECENT ACCOMPLISHMENTS

- Managed a multi-phased project for an Iowa-based financial institution client that focused on improving customer data quality and addressing operational challenges. Served as the primary liaison between the consulting firm and senior management of the client.
- Transitioned to management of a portfolio of 15 projects/dockets with total annual budget of \$12MM, including planning, securing funding, initiation, project manager staffing, and execution oversight.
- Guided turnaround of two large distressed program/project initiatives by implementing structure/governance changes to improve delivery efficiency and effectiveness.
- Managed a cross-functional program team of 30 employee and contractor resources and met timelines for multiple critical deliverables.
- As board member and board president, guided \$1MM annual budget social services nonprofit through a period of significant growth/change, including a search for and transition to a new Executive Director.

BRENT J. CARSTENSEN

1504 Grand Avenue, Iowa City, IA 52246 | (312) 218.0934 | brentcarstensen@gmail.com
www.brentcarstensen.com | linkedin.com/in/brentcarstensen

SUMMARY

Intuitive, strategic, relationship-driven professional with proven track record managing large, complex initiatives with diverse stakeholders. Significant experience in financial services industry program/project management, relationship management, RFP/proposal evaluation, and contract negotiations.

RECENT EXPERIENCE

Project Manager, Pegasus Knowledge Solutions, West Des Moines, IA **March 2020 – Present**

Managing multi-phased project for a financial institution client that includes improving customer data quality, addressing operational challenges, and staff training. Responsibilities include assessing needs, managing project execution, and serving as liaison between technical team and client. Contract position.

Lead Project Manager, Transamerica, Cedar Rapids, IA **April 2019 – July 2019**

Managing workstream of large, multi-year corporate-wide transformational initiative. Contract position. Project in Discovery Phase when put on hold by Transamerica.

Northern Trust, Chicago, IL **2010 – April 2018**

Portfolio Manager – Enterprise Banking Delivery, 2016 – April 2018

Managed portfolio of projects that supported core banking (deposits/loans), mortgage lending, ACH/EFT, and Treasury Management functions.

- Accountable for annual planning, securing funding, onboarding, and execution oversight for approximately 15 projects with total budget of \$12 Million.
- Secured funding, managed resources, and reported status to stakeholders from multiple functional areas within the organization, including Wealth Management and Corporate and Institutional Services.

Program Manager – DTCC Reengineering Program, 2012 – 2016

Executed four-year, \$10 Million initiative to provide compliance with industry mandate. Program upgraded internal processes and systems as part of a large transformational initiative within Asset Servicing.

- Managed cross-functional program team of 30 employee and contractor resources.
- Implemented significant governance changes to improve delivery efficiency and effectiveness.
- Successfully met timeline for key deliverables that were upstream dependencies.

Program Manager – Client Servicing Support Program, 2010 – 2012

Assumed management of program to transform servicing support model with overall goal of improving client servicing. Included development of best practices and implemented tools for service quality, workforce management, and staff development.

- Guided turnaround of distressed program by focusing on completion of technology solution and rollout of automated email management capabilities within servicing teams.
- Initiated and executed evaluation and selection of new turnkey solution for call and email management, including RFP, vendor evaluation/selection, and contract negotiations.

CONSULTING EXPERIENCE

Independent Consultant and Contractor, Chicago, IL **2002 - 2010**

- Founded **Customer-Focused Solutions**; Marketed and delivered hiring, staff development, and performance management consulting solutions to service industry clients.
- Utilized relationship management and a consultative, strategic selling approach to executive management.
- Sold and delivered services for leading financial services industry sales training and sales management consulting firm; Product manager for web-based pre-employment behavioral fit assessment tool.

CONSULTING EXPERIENCE (CONTINUED)

RSM McGladrey, St. Paul, MN / Schaumburg, IL

1991 - 2002

- Significant experience selling and delivering customer service/contact center, strategic IT planning, and systems evaluation/selection services for clients nationwide. Managed relationships with key industry, vendor, and client stakeholders.

Financial Services Technology Consultant - Ernst & Whinney, Chicago, IL

- Assisted organizations with planning, selection, and implementation of new core IT applications.

ADDITIONAL EXPERIENCE

Started career at **Continental Bank** in Chicago, IL as a **Systems Analyst**. Performed systems development and support activities for a variety of banking software applications.

Was Manager of Special Projects at **Carstensen Freight Lines, Inc.**, a family owned and operated \$10 Million regional trucking company based in Clinton, Iowa.

VOLUNTEER & COMMUNITY EXPERIENCE

Member, **100+ Men Who Care: Hawkeye Chapter**, October 2019 – Present

Development Committee, **CommUnity Crisis Services and Food Bank**, March 2019 – November 2019

Breast Cancer Causes

- Founder, **“Tasting Stars” Benefit for A Silver Lining Foundation**, 2002 – Present
Event raises funds to allow nonprofit to provide cost free screening mammograms and other diagnostic procedures for uninsured and underinsured individuals. Have raised \$520,000 over 16 years.
- Board Member, **Breast Cancer Network of Strength (Y-ME) Illinois Affiliate**, 2001 – 2006
Provided operational and logistical management for special events. Developed new corporate relationships and secured significant sponsorships and in-kind donations.
- Board Member, **Sing to Live Community Chorus**, 2007 – 2010

Served as board member for **Lincoln Park Community Services** from 2007 to 2015, the last two years as Board President. Considerable involvement in fundraising and special events. Led the search process for a new Executive Director. Currently serve on a capital campaign to raise funds to construct a new facility.

Have been an Aid Station Captain for the **Bank of America Chicago Marathon** each year since 2005. Solicit a team of 25 Key Volunteers and am accountable for all operational aspects of a 250-volunteer water and Gatorade station at mile 12.5 of the course.

EDUCATION

Bachelor of Business Administration
The University of Iowa, Iowa City, IA