

# Jesse Carter, PHR, OCM

GLOBAL STAFFING & RECRUITING LEADER

📞: 832.891.4716

✉: [jcarter@cartertransition.com](mailto:jcarter@cartertransition.com)

🌐: [LinkedIn](#)

📍: Houston, TX

**Strategic Global Staffing and Recruiting Manager** with a distinguished career in successfully driving global recruitment strategies and expanding staffing solutions that resulted in remarkable revenue growth and headcount expansion. Visionary leader with a history of significantly achieving a 40% business growth, managing a \$30M in profit and loss (P&L), securing new contracts valued at \$3M, and driving a 250% increase in headcount through innovative recruitment strategies. Adept at overseeing diverse teams across multiple continents, implementing innovative recruitment methodologies, and cultivating trusted advisor relationships with business and recruitment leaders.

Global Recruitment • Strategic Planning • Talent Acquisition Strategies • Team Leadership • Staffing Solutions  
Talent Management & Development • Diversity & Inclusion • Organizational Development • HR Policy Development  
Vendor Management • Process Improvement • Employee Development & Retention • Budget Management  
Stakeholder Engagement • Change Management • New Market Development • Sourcing Optimization

## Career Highlights

- **Retention:** Reduced turnover from 68% to 39% by implementing strategic employee relations program which resulted in a 800K savings.
- **Forecasting** Established a staffing solutions model that catered to optimizing the ability to forecast hiring needs for each business unit which allowed the recruiting team to properly benchmark pipelined candidates. This helped increase the time to fill critical positions by 25%.
- **Data Analytics:** Played a key role in successfully bringing call to action by analyzing data from the 4 major categories: Descriptive, Diagnostic, Predictive, and Prescriptive data points.
- **Technology Implementation:** Assisted organizations with full scale ATS implementation and process improvement SOP's which helped enhance their bottom-line capabilities to create a better candidate experience.

## Professional Experience

**Time Auto Group, Houston, TX/Portland, OR**

March 2024 – Present

### **Senior Manager of Talent Development and Employee Relations**

Spearheaded the implementation of Talent Development and Employee Relations. Fostered strategic partnerships with critical cross-functional teams, such as commercial, finance, sales, and marketing, to create a comprehensive, data-backed narrative for key stakeholders.

- Design, Develop, and implement talent review process to achieve overall business goals.
- Implement, train, and roll out new employee appraisal process for over 500 employees.
- Design and build robust automated proactive recruitment processes.
- Mediate and solution craft do resolve Manager and Employee conflicts.
- Design customize Manager training for enhancing company culture.
- Recruit C-Suite candidates
- Liaison between Leadership and Management to communicate and address high level company vulnerabilities.
- Build and manage relationships with key staffing partners to help promote new employee brand.

**Eco-Life Employment Group, Houston, TX**

April 2023 – March 2024

### **Interim Vice President of Employment Services (Short-Term Contract)**

Spearheaded the implementation of a go to market non-profit staffing model for the Bread of Life Inc. The model consisted of training, development and placing candidates from underserved communities in roles to make livable wages. Fostered strategic partnerships with critical cross-functional teams, such as commercial, finance, sales, and marketing, to create a comprehensive, data-backed narrative for key stakeholders.

- Effectively implementing backend infrastructure and SOP which defined measurable KPI's.
- Trained graduates through the Road to Success Program for workforce readiness.
- Managed high performing team which produced 92 hires in 6 months.
- Managed all onboarding and orientations.

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- Spearheaded all go-to market marketing functions such as Website, SEO and Sourcing Optimization, and Social Media optimizations.

**PIC Group, Atlanta, GA**

August 2021 – April 2023

## **Senior Global Director of Staffing and Recruiting**

Spearheaded advanced global recruitment approaches for both internal and external stakeholders. Directed onshore and offshore teams specializing in recruitment, overseeing a workforce of 20 spanning across the US, Philippines, Brazil, UK, Mexico, and Japan. Facilitated daily sprint meetings with the CEO and the executive team. Presided over weekly, monthly, and quarterly stakeholder meetings. Instructed and mentored the executive staff, providing support in implementing top-tier recruitment methodologies and strategies for seamless alignment across all departments.

- Fostered strategic partnerships with critical cross-functional teams, such as commercial, finance, sales, and marketing, to create a comprehensive, data-backed narrative for key stakeholders.
- Designed a clear end to end positive experience for candidates and hiring managers in the recruiting and hiring process, including providing clear sourcing SLAs and KPI's providing updates on candidate pool, ensuring interview process is well coordinated, overseeing and tracking requisition process and postings.
- Successfully managed a team of 15 Recruiters and Sourcers who exceeded year end hiring initiatives for 6 business units.
- Implemented and managed best practices for DE&I strategies, career development, and end-to-end optimized recruiting strategies including tactical offer negotiation approaches.
- Cultivated a trusted advisor role with business and recruitment leaders, leveraging data to influence recruitment strategy.
- Headed a dynamic cross-functional collaboration, driving innovation to optimize the all-in culture through coaching, empowerment, and mentoring TA teams.
- Partner with various business units to facilitate SOP's along establishing a great candidate experience model.

**Thusa, Inc., Houston, TX**

July 2019 – July 2021

## **Vice President of Staffing Operations**

Championed, strategized, and oversaw global sourcing and recruiting teams to set a visionary course for success. Oversaw headcount plans, tracked progress toward hiring objectives, and analyzed operational metrics for optimization. Established and directed exceptionally efficient recruitment teams. Collaborated with HRIS and TA teams to streamline processes and enhance the integration of cutting-edge technologies.

- Pioneered the establishment of a robust recruitment framework in close collaboration with IT and HRIS units.
- Spearheaded urgent COVID-19 business and sales strategies, resulting in increased business for staffing and consulting services.
- Analyze customer feedback to ensure customers are satisfied.
- Cultivated high-impact opportunities for delivering unique joint solutions by overseeing a team of 9 direct reports and 28 indirect reports implementing an "All In" culture which empowers everyone to be a part of the progress.
- Managed all facets of global talent acquisition operations, from executing processes and improvements to ATS management and analytics.
- Engaged in Agile collaboration with HR peers, hiring managers, and senior leaders to drive and champion positive transformation.
- Instituted and executed an integrated digital recruitment strategy encompassing the entire recruiting cycle, which included mobile optimization, SEO, digital and video interviewing, CRM, social recruiting, and talent communities.

**EPMA, Houston, TX**

January 2016 – July 2019

## **Director of Staffing Solutions and Human Resources**

Directed the entire spectrum of full-cycle recruiting operations, including presentations, selections, offers, negotiations, closings, and administrative duties. Established and put into action quarterly recruiting projections for key roles, such as Project Managers, Developers, Consultants, Agile Coaches, Sales Managers, and Back Office Professionals. Led the implementation of numerous HR policies and protocols. Steered efforts in driving high-impact opportunities to enforce differentiated and joint solutions. Directed the Global Mobility hiring process for H1B, Green Card, and OPT Visas.

- Led the seamless implementation of a scalable Managed Service Provider (MSP) to enhance operational efficiency.
- Introduced organizational development initiatives that significantly improved staffing workflow processes.
- Created tools, conducted audits, and established capabilities to ensure accurate data reporting internally and externally across all locations.

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- Analyze customer feedback to ensure customers are satisfied.
- Contributed to the development of marketing strategies, including SEO campaigns, content creation for staffing websites, Google AdWords campaigns, videos, and blogs.
- Developed comprehensive employee evaluation standards and KPIs, thereby optimizing the performance of individual contributors.
- Established and oversaw exceptionally effective recruitment teams, leading a group of 5 direct reports and 17 indirect reports.
- Collaborated with segment leaders to understand their individual business needs and assess areas for development opportunities as it relates to corporate recruiting

## **Entrance Consulting/Insource Group, Houston, TX** **Recruiting Director**

July 2011 – December 2015

Directed the end-to-end recruitment process for high-level positions in IT, Financial, Project Management, Healthcare, and Engineering domains. Provided strategic oversight on the implementation of a diversity initiative program. Monitored and achieved daily, weekly, and monthly recruiting targets.

- Significantly drove a 250% increase in headcount by expanding the staffing solutions model.
- Managed team of 10 Recruiters and Sourcers who help drive the 600% increase in headcount by implementing recruiting best practices.
- Introduced a vendor management process for international remote technical roles in Australia, Nigeria, and Brazil.
- Developed comprehensive employee evaluation standards and KPIs, thereby optimizing the performance of individual contributors.
- Collaborated with segment leaders to understand their individual business needs and assess areas for development opportunities as it relates to corporate recruiting

### Earlier Career:

**Talent Acquisition VMS Project Manager** – Pacific Gas and Electric/Agile IMSP (2009 – 2011)

**Senior Recruiting Manager** (Virtual Consultant) – GE Oil and Gas/Baker Hughes (2008 – 2009)

**Senior Recruiting Manager** (Consultant) – Precision Drilling/Nexen Petroleum (2004 – 2008)

**Field Recruiter** – Schlumberger Omnes Inc. (1997 – 2004)

## Professional Development

**Certified Job Trainer (CJT)** – University of North Texas

**Professional Human Resources (PHR)** Certificate – Rice University

**AIRS Certified Recruiter (PRC)** – AIRS Academy

**Six Sigma Black Belt (Process Management)** – Rice University

**Organizational Change Management (OCM)** – Rice University

**NCAA Coaching Certifications** – National Collegiate Athletic Association

## Activities

Professional Basketball Player for Madrid Spain | Founder, Carter Support Services (CSS)

Head Coach and Mentor, Team Texas Elite AAU High School Basketball, IJU, 365 Elite, and Spring Celtics

## Technical Skills

Success Factors | Workday | PeopleSoft | HirePro | HireDesk | NetSuite | Ceridian | ADP | Taleo | Greenhouse  
Microsoft Office Suite (Word, Excel, Outlook) | Brass Rings | Hodes | VMS Acceleration | UKG Ultipro  
SharePoint | Bullhorn | Fieldglass | Jobvite | Job Diva | Salesforce | HubSpot | JazzHr | ICMS

I lead teams onshore and offshore from 5 to 24 direct reports in industries such as Oil and Gas, Energy, IT, Automotive, Engineering, and Marketing. I have lead teams who have been responsible for up to 500 hires per year.