**Jesse Carter, SHRM,PHR,OCM**

GLOBAL STAFFING & HUMAN RESOURCES LEADER

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**Strategic Global Staffing/Recruiting & HR Leader** 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**

* **Recruiting:** Improved time-to-fill by 35% and scaled hiring efforts to support rapid company growth.
* **Employee Relations Strategy:** Built, rolled out, and managed measurable employee engagement programs utilizing training partnerships with KPA Training and Pryor Training to ensure to have a clear roadmap for succession planning. This also included full development for simi-annual performance management systems along with reporting structures for senior management review.
* **Team Building:** Manage with a “Hands-With” approach to ensure that recruitment teams are fully functional, equipped with the needs to be successful, and has the support to work across the isle to partner with business units.
* **Technology Implementation:** Assisted organizations with full scale ATS implementation and process improvement SOP’s which helped enhance their bottom-line capabilities to create better candidate experience. Configured heatmap technology to enhance AI search capabilities. Workday, UKG, JazzHR, Jobvite

**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 including implementation and onboarding for Acceleration VMS tool suite.
* Mediate and solution craft to resolve Manager and Employee conflicts.
* Design customize Manager training for enhancing company culture.
* Recruit for C-Suite and hard to fill positions.
* 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 VMS for high performing team which produced 92 hires in 6 months.
* Managed all onboarding and orientations.
* 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.
* Implemented and Managed VMS with 40+vendors
* 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. Managed VMS for internal clients and acted as the MSP for external clients.
* 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.
* Managed daily critical fill load of 20 requisitions.
* 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 including 2 VMS suites to ensure that we met the needs as an MSP provider. Conducted audits, and established capabilities to ensure accurate data reporting internally and externally across all locations.
* 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.
* Managed daily critical fill load of 10 requisitions .
* 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 July 2011 – December 2015

**Recruiting Director**

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.

* Managed team of 10 Recruiters and Sourcers who help drive the 250% 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
* Managed daily critical fill req load of 15 requisitions.

Earlier Career:

**Talent Acquisition VMS Project Manager** – Pacific Gas and Electric/Agile 1MSP (2009 – 2011)

**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
* **Society for Human Resource Management (SHRM)** – SHRM

**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 | KPA/Pryor | VMS Acceleration | UKG Ultipro

SharePoint | Bullhorn | Fieldglass | Jobvite | Job Diva | Salesforce | HubSpot | JazzHr | ICMS