

Alice Carter

Business Change Manager

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United States, New York, NY

PROFESSIONAL SUMMARY

Business Change Manager with experience in driving impactful organizational change for Fortune 500 companies. Proven ability to execute large-scale transformation initiatives that improve business performance, optimize processes, and lead teams through change. Expert in stakeholder management, developing change strategies, and coaching leaders to foster a culture of adaptability.

EDUCATION

Master of Business Administration (MBA)

New York University / Graduated: May 2012

Bachelor of Science in Business Administration

Columbia University / Graduated: May 2008

Certifications

- Agile Certified Practitioner (PMI-ACP) - July 2019
- Certified Lean Six Sigma Green Belt - February 2017

Professional Development

- Leading Change in Complex Environments - Harvard Business School | 2020
- Agile Transformation & Leadership - Scrum Alliance | 2018
- Advanced Stakeholder Management - Prosci | 2017
- Employee Engagement & Retention Strategies - Gallup | 2016

SKILLS

- | | |
|--|--------|
| Strategic Planning & Execution | Expert |
| Change Management Frameworks | Expert |
| Stakeholder Engagement & Communication | Expert |
| Leadership Coaching & Team Development | Expert |
| Risk & Issue Mitigation | Expert |
| Process Improvement | Expert |

EXPERIENCE

- 2018 - Now

Business Change Manager

Global Solutions Inc. / New York, NY

 - Design and implement change strategies tailored to various business units.
 - Collaborate with senior leadership and cross-functional teams to manage transitions, reduce resistance, and achieve a 98% employee adoption rate.
 - Oversee change impact assessments and monitor post-implementation results.
- 2013 - 2018

Change Management Consultant

Business Dynamics Consulting / New York, NY

 - Managed the full lifecycle of change initiatives, from planning to implementation, ensuring timely and within-budget delivery.
 - Facilitated stakeholder workshops and team training to ensure buy-in and alignment with organizational goals.
- 2010 - 2013

Business Analyst

NextGen Solutions / New York, NY

 - Provided analytical support for business process improvement initiatives by gathering requirements and defining the scope for change projects.
 - Worked closely with senior management and project teams to document business processes and identify areas for improvement.

VOLUNTEER WORK

- 2019 - Now

Volunteer Change Management Coach

Non-Profit Leadership Academy

 - Mentor emerging change management professionals by providing career advice and guidance on implementing change initiatives.
 - Conduct training workshops on effective communication, leadership, and managing resistance to change for non-profit organizations.

