

L. Maurice Carter Jr.

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Professional experience

Profile

I help organizations achieve results by connecting ideas, people, and actions using strategic planning, community building, design thinking, and agile execution. After 34 years leading globally-integrated programs for Fortune 500 companies, I combine deep business and technical acumen with a passion for community engagement. A proven leader having managed annual budgets up to \$120M, global teams of 270+ people, and projects up to 60 months, I have also served multiple non-profits as board member and executive officer. I am a skilled communicator able to inform, inspire, and engage the public, business leaders, and civic officials with insights, enthusiasm, and experience.

Employment History

02/2015 - Present, Breathe Water, LLC, Atlanta, GA, US

Founder & President

Providing consulting, coaching, community building, storytelling, and social media expertise to businesses, organizations, and communities.

03/1996 – 12/2016 (Retired), International Business Machines (IBM), Atlanta, GA, US

Project Executive/Delivery Project Executive

Most recently led a large-scale transformation across IBM's \$3.1B/year Application Development & Innovation business, leveraging design thinking and agile methods to drive higher client value, improved time to market, and increased profitability across 600+ strategic outsourcing and systems integration accounts.

Previously served four years as Delivery Excellence Leader for North America Application Management Services in IBM's Global Business Services unit, responsible for profit performance, client value realization, and innovation. Drove cross-account and cross-industry performance and best practices via emerging mobile computing, social collaboration, and data analytics capabilities.

Previously led development and support for IBM's mission-critical, revenue-generating Sales and Customer Relationship Management (CRM) systems and business processes. For more than 15 years, migrated and managed work across global delivery centers in 16 countries, managing teams of more than 270 people and annual budgets up to \$120M.

Attained Project Management Professional (PMP) certification in 2001 from Project Management Institute (PMI) and the IBM Project Management Center of Excellence (PM CoE). Received the IBM Leadership Award in 2004 and 2007, and was recognized in 2007 as an Excellence Award winner from the IBM PM CoE.

01/1994 - 03/1996, National City Corporation (NCC), Cleveland, OH, US

Assistant Vice President

Recruited to lead corporate-wide transformation of IT services division. Led an eight-person team introducing new systems development and project management methods (Ernst & Young's Navigator System Series), software engineering tools (Seer HPS), traditional development tools, and end-user computing. Planned and managed integration of those components with IBM's Financial Services Data Model (FSDM) and deployed the integrated solution to NCC's 360 IT employees. Developed and deployed project management best practices. Managed \$2.5M annual budget for outside services. Provided hands-on coaching and consulting to project managers on NCC's most critical business projects.

10/1986 - 01/1994, SunTrust Banks, Inc., Atlanta, GA, US

Assistant Vice President

Led a team of 10 people supporting SunTrust's systems development methods and technology environment. Introduced Information Engineering and Computer-Aided Software Engineering to 250-person IT staff. Directed a Strategic Systems Plan project with senior SunTrust Executives, creating and implementing a five-year, business-driven IT strategic plan. As follow up, managed a consulting engagement to reengineer SunTrust's Systems Development processes and environment. Screened bid proposals, recommended a supplier, and managed the engagement. Managed Quality Assurance function. Twice received divisional "Eagle Award" for outstanding support.

03/1982 - 10/1986, NCR Corporation, Atlanta, GA, US

Technical Publications Specialist & Software Designer

Developed customer and end-user documentation, designed software user interfaces and outputs, and worked directly with marketing to evolve NCR's Financial Services software products. Authored bid proposals for key sales opportunities in the financial item processing industry.

Key Skills

Leadership, program/project management, strategic planning, problem solving, systems thinking, Agile methods, collaboration, community building, social media for business, financial management, people management, and excellent written and verbal communications skills.

Education & Qualifications

Bachelor of Arts in Journalism
Georgia State University, 1981

Other relevant information

Civic & Community Involvement

Served as board member and officer with non-profits including: Newton County Trail – Path Foundation, Inc. (Chairman, 2009-13), Washington Street Community Center (Board Member, 2009-12), Smart Growth Newton County (Board Member, 2010-13), and Tourism Advisory Committee, Covington-Newton County Chamber of Commerce (2008-13). Leveraged the world-wide web and social media sites

like Facebook, YouTube, and Twitter to grow member and donor bases.

Managed multiple campaigns for local political office, applying communications skills to craft messages, issue press releases, write speeches, and produce print and multimedia campaigns.

Publications

Managing with IT Measures, in: GUIDE International Publications, GUIDE (IBM Users Group), 1991, by Maurice Carter & James Foley

The Covington News, weekly opinion column (April 2012 – July 2013).

LiketheDew.com, journal of southern politics and culture (August 2013 – present)

LinkedIn Pulse, digital business journal (January 2015 – present)

Breathe-Water.com blog (April 2015 – present)