

Carol Locher Ransone, MBA, PhD

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Career Goal

Bring to the world of higher education the practical expertise obtained through a success career in leadership and management. Utilize skills attained through through through my doctoral research and the AACSB Bridge Program to deliver a high-quality educational experience.

Profile

Senior-level professional who has successfully managed in a a broad variety of professional roles and industries. Continues to leverage exceptional organizational and partnership skills to achieve results. A Six Sigma Green Belt and a Connective Leadership Institute Certified Associate. Graduate of Queens University's MBA and Antioch University's PhD in Leadership and Change programs. Dissertation was focused on virtual work environments and the influence of relationship on success.

Skills Summary

- Operational Management
- Project Management
- Change Management
- Seminar Facilitation
- Process Improvement
- Manufacturing Management
- Customer Service
- Technology Design
- Virtual Team Management
- Merchandising & Planning
- Building Partnerships
- Mergers & Divestitures

Employment History

THE RANSONE GROUP, LLC – Charlotte, NC

- Management Consultant, 2012-Present. Highlighted roles include:
 - Duke Energy: Currently leading change management for the Transmission Group's initiatives. This includes all domestic regions - Midwest (Indiana, Ohio, and Kentucky), the Carolinas (North and South Carolina), and Florida.
 - State of North Carolina Department of Health and Human Services: Led organizational change management for the State of North Carolina's Replacement Medicaid Management Information System. Implemented into production on July 1, 2013, this is the first multi-payer system in the United States. More than \$11 billion in claims are processed for 70,000 providers who service the 1.5 million beneficiaries of North Carolina's Medicaid, Mental Health, Public Health, and Rural Health programs.

BANK OF AMERICA – Charlotte, NC

- Senior Vice President – Senior Operations Project Manager, 2007-2012
 - Supported the design of a new Alternative Work Space program to provide effective and efficient real estate solutions for the global real estate portfolio.
 - Developed and executed a communications strategy and process rigor to significantly improve accuracy (99.96% to 99.99%) and consistency (1% to 89%).
 - Established the Operational Excellence Team for the flexible work program. Defined business requirements and partnered with technology to develop the system and tools to supporting the program's enrollment process. The team built out and managed the global flexible work centers. Enrollment grew from 2000 to 20,000 and the number of flexible work centers increased from 3 to 40. The program has been recognized in a number of venues, including the 2009 CoreNet Global Industry Excellence Award. The process is under registered trademark.
- Senior Vice President – Senior Finance Manager, 2001-2007
 - Managed the project team to define the tools and technology to manage the centrally sourced financial metrics for the Hoshin-Kanri Six Sigma Process. The scorecards were used as the performance monitoring mechanism for the top 50 executives. Moved the process to operationalization and led the ongoing operational team. Attained Green Belt Certification while improving the Scorecard Build Process from 1.0 to 2.5 Sigma.

OTHER CONSULTING ROLES – Charlotte, NC

- Owner and Management Consultant – Ransone & Associates, 2001
 - Led an initiative for the Finance division of a major financial institution to strategically define a target operating model to support anticipated growth.
- Senior Management Consultant – Parks Consulting, 2000-2001

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- Managed multiple eBusiness initiatives within a major financial institution and performed integration functions across the organization. Streamlined the process of adding vendor products to the B2B portal.

BANK OF AMERICA / NATIONSBANK / NCNB – Charlotte, NC

- Senior Vice President – Senior Project / Integration Manager, 1998-2000
 - Managed a team focused on the customer experience during the revision of retirement plans. Partnered with external vendor and internal management to maintain service levels and streamlined end-to-end processes and tools to facilitate the consolidation of administration.
 - Developed standards for assessing performance quality, process improvement, and communications for a nationwide payroll team during the implementation of PeopleSoft. Performed an integral role in the stabilization efforts during the conversion, streamlining the research process resulting in a 95% reduction in case backlog in three months.
- Vice President – Senior Change Manager II, 1994-1998
 - Spearheaded the top 1998 strategic Human Resources initiative. The project included outsourcing of benefits administration and implementation of a new retirement plan design, requiring clearly defined requirements.
 - Established a strategic project management department supporting the Human Resources Division, successfully completing projects through effective partnership with business and technical managers. Initiatives included 30 mergers/divestitures; re-engineering the non-exempt staffing process; and restructuring of classification for top-tier management.
- Assistant Vice President – Senior Systems Analyst II, 1992-1994
 - Led a team of project managers to coordinate the merger/divestiture efforts of the Finance Division, serving as the focal point for all applications posting to the ledger. Developed standardized tools, resulting in improved quality and streamlined processes.
- Officer – Senior Systems Analyst I, 1989-1992
 - Supported the Finance Division in the development of a new Customer Profitability System.

MILLIKEN & COMPANY – Spartanburg, SC

- Project Manager / Systems Analyst, 1981-1989
 - Partnered with business management on strategic business direction and performed feasibility studies in support of a variety of business units. Developed technical expertise foundation to support both technical development as well as strategic analysis.

Education

AACSB BRIDGE PROGRAM – Washington, DC
AACSB Certification

ANTIOCH UNIVERSITY – Yellow Springs, OH
PhD in Leadership and Change

CONNECTIVE LEADERSHIP INSTITUTE – Pasadena, CA
Certified Associate

MCCOLL SCHOOL OF BUSINESS QUEENS UNIVERSITY – Charlotte, NC
Master of Business Administration

FURMAN UNIVERSITY – Greenville, SC
BA, Economics & Business Administration

Community Involvement

- Furman University President's Advisory Council
- A Child's Place whose mission is to erase the impact of homelessness on children and their education

Additional Online Resources

- [Ransone Group Website](#) & [LinkedIn Profile](#)