

# Leon L. Carson, MBA, PMP, PMP, CSM

Columbus | OH - Open to Travel | On-Site and Hybrid

LCMBA20@gmail.com | 618.541.1931 | <https://www.linkedin.com/in/carson-mba-ms-strategy-servantleaders/>

## CAREER SUMMARY

Thought Leader and expert in creating cross-product and team synergies. Global leadership in business insights, strategic operations, and transformation programs, with interest where technology and business intersect. Remarkable culture change agent grounded in business operations to maximize impact with a strong consultative acumen to innovate on solutions-focused products. Proven aptitude at harmonizing cross-functional teams, unlocking new avenues of innovation and cooperation excellence to drive growth. Visionary, fueling downstream segmented teams of complex and cultural variety with high-energy momentum to pilot change, meeting commercial goals.

**A dynamic professional who inspires teams and peers alike | Inspires a spirit of cooperation and shared vision through:**

- **Strategic Vision:** Led strategic operational initiatives, overseeing successful project engagements across 8 complex client accounts, resulting in over \$30 million in realized and unrealized revenue; facilitated reporting and communications strategy execution.
- **Operational Transformation:** Enhanced managed account revenue by 20% to over \$17 million across four quarters, achieved by rigorous market analysis, customer-centric solutions, and successful implementation of needs-based enhancements and audit strategies; supports the maturation of the Technology Vendor Management Operating Model.
- **Leadership That Inspires:** Empowered specialized teams to laser-focus on critical program deliverables aligned with stakeholder priorities and strategic initiatives. Guided these teams in implementing high-impact strategies, resulting in enhanced cost efficiency for stakeholders. High tolerance for dealing with ambiguity and on-going change.
- **Problem-Solving:** Streamlined financial management, forecasting, and Medicare auditing by implementing a resource allocation system. Successfully met demands of over 500 surgical assignments while shortages persisted across the board.
- **Results-Driven Strategies:** Led business case for decisioning \$120MM expansion strategy, while achieving incentives of \$32MM during growth period.

## Expertise

Business Development | Regulatory Compliance | Agile Methodologies | Policy Controls | Sales Operations | Agile Leadership | Product Management | Vendor Relationship Management | Cross-functional Management | Roadmaps | Workflows | Delegation | Business Intelligence | Resource Optimization | Data Governance | Risk and Budget Management | Complex Problem Solving | Digital Modernization | Policy Development and Commercialization | Program Leadership | Innovation | Financial Acumen

## Competencies

Ethical Standards | Change Management | Business Continuity Planning | Information Decisioning | Market Strategy | Impartiality | Empowerment | Stakeholder Engagement | Negotiation | Big Picture and Strategic Thinking | Cultural Awareness | Talent Attraction | Resilience | Clear Communication | Approachability | Customer Knowledge | Business Intelligence

## PROFESSIONAL WORK EXPERIENCE

### Celerity Consulting

March 2021-February 2024

*CONTRACTED W/ PRIVATE PE CO. AND WELLS FARGO | EXECUTIVE DIRECTOR OF DEVELOPMENT AND OPERATIONS*

- Directed the establishment and goal achievement of the business transformation delivery strategic goals, market expansion, key initiatives, objectives, and priorities. Implemented engagement, governance, and portfolio-level tracking of controls, financials, resourcing needs, and key prioritization decisions.
- Directed the optimization of operations and digital transformation initiatives to generate over 200% in YoY program gross margin; improved 2021 2nd and 3rd QTR profits by over 17% and 2022 2nd QTR profits by 11%.
- Led the IT modernization of the business unit, while undertaking cost optimization, and process improvements; generated 2x increased month over month revenues and process improvement cost savings.
- Led the implementation of business development technology solutions, improving annual revenue by over \$1MM with 30% in cost optimization and talent retention improvements by 55% from reduced turnover.

**Key Skills: Digital Transformation, Advisory Consulting, Strategic Coaching, Cross-functional Management, Profit and Loss Management, Public Relations**

### Gartner

January 2020-April 2021

*IT STRATEGY CONSULTANT*

- Directed cross-functional teams in meeting client goals, resulting in a 15% increase in client adoption and a 95% service retention rate; proven ability to manage and implement operational effectiveness and portfolio management initiatives and operate within the product development life cycle and agile methodologies.
- Guided strategic planning, program management, and implemented operational effectiveness and portfolio management initiatives leading to remarkable improvements of 17% to 20% in healthcare outcomes for top line stakeholders.

- Value-based selling to executive-level decision-makers; achieved a 22% increase in ongoing contract value. Established foundational best practices and toolsets necessary for product line vendor portfolio management across the supplier lifecycle.

**Key Skills: Digital Transformation, Advisory Consulting, Strategic Pitching, C-Suite Advisory, Strategic Communication, Team Management**

**Medtronic**

**November 2015-February 2020**

**BUSINESS DEVELOPMENT SENIOR PROGRAM MANAGER**

- Drove \$3 million in revenue, achieving 30% new growth across four major project engagements through health system market analysis and process enhancements: Leveraged software advantages in surgical procedures, increasing capture rate.
- Trained external and internal teams on surgical procedures, instrument utilization, and patient care standards, resulting in a 15% reduction in surgical suite overhead with process improvements leading to \$800,000 surplus from over 150 surgeries.
- Coached and delegated functional priorities to teams to maximize performance optimization; guided supplier and vendor management negotiations around cost-saving strategies, to enhance business outcomes and boost revenue growth by over 25%.

**Key Skills: Strategic Planning, Risk Management, Global Procurement, Cross-Functional Team Collaboration, Crises Response, Strategic Communication, Public Relations**

**Quest Diagnostic**

**September 2012-December 2014**

**BUSINESS DEVELOPMENT PROGRAM LEADER**

- Drove new client revenue growth by over \$4 million and secured additional forward contracts through long-term growth strategies that projected boosting top line revenue by 15% over a contracted 5-year period.
- Guided cross-functional sales and project teams from initial planning to successful execution.
- Led the development and execution of a multi-phase cost optimization program for 12 intricate hospital networks and surgical facilities to competitively win business.

**Key Skills: Strategic Planning, Risk Management, Global Procurement, Cross-Functional Team Collaboration, Crises Response, Strategic Communication, Public Relations**

---

#### **Additional Professional Experience**

---

**Department of Defense, Commissioned Officer**

**January 2003 -November 2015**

**Positions Held:** Head of Regional Strategic Relationships; Director of Operations; Intelligence Security Chief; Project Engineer

- Led the successful execution of 17 international contracts, totaling over \$35 million. I expertly managed assets exceeding \$60 million, collaborating seamlessly with dispersed multifunctional teams, and forging robust partnerships with NATO stakeholders. Led and mentored 7 direct reports with over 140 personnel.
- Championed a \$13 million aid budget, leading cross-functional project teams that directly transformed the lives of over 10,000 local beneficiaries. My strategic resource allocation and program auditing yielded a \$4 million reallocation for critical humanitarian aid relief.

**Key Skills: Strategic Communication, Policy Evaluation, Program Management, Crisis Management and Response, Multinational Collaboration, Global Logistical Planning, Multi-Region Training Coordination, Inventory Management**

**Tri-Artisan Capital Advisors, Product Sales Trainer**

**December 2006-June 2008**

**J. Bucks Corporation, Product Sales Associate**

**June 2005-December 2006**

---

#### **EDUCATIONAL CREDENTIALS AND OTHER**

---

**University of Miami, Miami, Florida, Executive M.B.A., Strategy and Management**

**Purdue University, West Lafayette, Indiana, M.S., Organizational Behavior Studies**

**Southern Illinois University, Edwardsville, Illinois, B.S., Political Science, Minor, Communications**

---

#### **FURTHER TECHNICAL ACHIEVEMENTS**

---

**Brown University, A.I. and Data Science Certificate** **Integrity Solutions, Business Development Training Program; Prof. Selling Skills, Professional Business Development Program; Master of Project Academy, PMP Credentialing #HL101GWN; Scrum Alliance, Certified Agile Leader (CAL) Certification; London App Brewery, Python Data Science Program; IBM, Digital Transformation Cloud Computing Course; FedVTE, ISC2 ISACA Certified Information Security Manager Program; ISC2, Official Data Security CC Program Certificate; Station-X Cyber Security School, Cyber Security Program; IBM, Data Science Certificate; Software Development (Python, HTML, CSS)**