**CAROLYN “ANNIE” CARTER**

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**EXPERIENCE**

GENPACT Bentonville, Arkansas

**Customer Service Agent, 3 Month Contract** ……………………………………………………………………………………………………………………..…2022-2022

Wells Fargo contracted support for a remediation process to disburse compensation for invalid fees that were previously billed. There were many challenges, including but not limited to organizing between cross-functional teams managing various aspects of the disbursement process, which were both regional and international, and various customer service concerns. With the back-office team, I tracked, troubleshot, and validated information to ensure legal compliance and KPI integrity. Key highlights were:

* Outpaced my peers by consistently delivering twice the production SLA expectation and with 100% accuracy.
* Developed operational practices and SOPs, trained my peers, and provided technical support.
* Collaborated with Front-Line Managers to provide insightful solutions for various procedural complications.
* Eliminated operational waste via knowledge of lean six sigma and project rollout experience.

J.B. HUNT CORPORATE Lowell, Arkansas

**Logistical Planner**……………………………………………………………………………………………………………………………………………….…………………2021-2022

Truck drivers typically join corporate organizations like JB Hunt so that they do not have to manage the various supply chain demands that come with logistics. Logistical planners are their primary source of individual support. A logistical planner manages a fleet of 10-30 drivers, working closely with their manager to coordinate their routing plan and support them through all aspects of their day. Key highlights were:

* Developed a highly organized and detailed plan, selecting freight that met driver, customer, and facility needs.
* Booked and planned that freight by location, timeframe, temperament, working hours, and desired weekly mileage quotas.
* Remained in constant contact with all parties, drivers, managers, and third-party facilities, to ensure all aspects of the plan were followed.
* Promptly solved for critical execution failures to ensure that SLAs, KPIs, and other metrics were met, as well as driver hours recovered.
* Multi-tasked to support last minute customer needs.

WALMART CORPORATE Bentonville, Arkansas

**Analyst II-Supply Chain Management** 2019-2021

Analyst II did not exist in Walmart Transportation until they promoted me. In this position, I supported our Operation Managers with daily third-party facility needs as well as built analytical tools to offer creative solutions in the areas of cost, customer service, training, and development. Key highlights were:

* Built and maintained solutions that circumvented a lack of system automation for the new BNSF rail initiative. This tool reduced daily load building labor from 8 to 1 hour per day, allowing the coordinator to focus on monitoring and SLAs.
* Supported multiple internal and external teams with master knowledge in load logistics to facilitate the upgrade of our transportation management system (TMS).
* PUMP program facilitators requested I lead two building-wide training classes for Excel and Alteryx, with an attendance of 30 to 50 for each course. My success surveys were in the 97th percentile.
* Innovated processes by developing advanced tools in Alteryx, Excel, and Tableau.
* Built and trained a team of Technical Coordinators and associated Oracle ticketing system with which to manage technical needs in the transportation building.
* Focused on cost, customer service, and technological improvement by setting and achieving milestones with deadlines.

**Transportation Coordinator** 2016-2019

**Seasonal Associate** 2016

Fresh Solutions and the Speed Network are the areas of Walmart logistics that were most volatile because they deal with fresh fruits and berries. These items are delicate and often damaged in transit. They also decay quickly, so there is little forecasting data to draw from. All orders came through at 10AM same-day and had to move same-day. Key highlights were:

* Independently developed and piloted my personal solution, the Wild Card Program. This saved the company $1.7M annually at inception for a single location. It has since rolled out to multiple facilities, more than quadrupling those savings.
* Served as One-Best-Way expert for 4/6 consolidation facility process and documentation alignments.
* Tracked Level of Service and trends for highest priority loads for both reporting and forecasting.
* Evaluated dock operations for areas of potential, and improved carrier compliance tracking, load building, and metric data mining.
* Developed detailed standard operating procedures that reduced the learning curve for new associates by one week.
* Organized technical coordinators in maintaining and troubleshooting hardware and software failures across multiple departments, and managed loaner hardware tracking.
* Assisted in development of new tool to automate load building.

Toshiba Corporate Bentonville, Arkansas

**Project Coordinator 2 (Seasonal Walmart Refresh)** 2016

Walmart contracted support for a Point-of-Sale update to various North American stores. This process included parts ordering and technician dispatching, accounting for various SLA requirements and other challenges. Key highlights were:

* Achieved promotion from Coordinator 1 within one month because I learn quickly.
* Supported field techs and regional managers with accurate information, troubleshooting, and appointments.
* Managed compliance with sensitive customer financial data.
* Monitored technician progress and item tracking to ensure SLA success.
* Created training documentation and calculation tools in Excel and QuickBase.
* Oversaw implementation of Walmart Store Point-of-Sale upgrade.
* Consistently achieved project milestones and communicated with upper-management.

COMPUCOM Bentonville, Arkansas

**Critical Team Lead (Seasonal Walmart Startup)** 2015-2016

Walmart bid to multiple contractors for store technical support, and CompuCom won the bid. The critical team was responsible for Point-of-Sale concerns, which are the most critical of technological failures in a store. As a Critical Team Lead, it was my job to build and train this team. Key highlights were:

* Hired, trained, and managed a team of 10 to 13 people.
* Built processes, quick response tactics, and Mexico call center from ground up.
* Directed on-site and field teams to meet two-hour SLA success for critical hardware failures.
* Developed tools to assess and monitor critical hardware failures.
* Assisted technicians with hardware location and transport.
* Ordered parts and tracked shipments.
* Initiated Elevate project to track and manage store planning processes and reported to upper management.

**EDUCATION**

BRANDMAN UNIVERSITY/UNIVERSITY OF MASSACHUSETTES GLOBAL

**Bachelor of Business Administration,** *36 credits from diploma – Expected graduation 2023*

NORTHWEST ARKANSAS COMMUNITY COLLEGE (NWACC), Bentonville, Arkansas

**Associate of Applied Science in Electronics Technology,** 2015

**PROFESSIONAL DEVELOPMENT**

*Leadership Fundamentals,* 2020 *Organizational Management,* 2019

*Leadership Essentials,* 2019 *Lean Six Sigma White Belt,* 2019

*Fierce Conversations,* 2018 *Advanced Excel (through NWACC),* 2018

**TECHNICAL SKILLS**

Troubleshooting Circuits/Wiring, Microsoft Office Suite (emphasis on Excel, PowerPoint, Alteryx, Tableau 10, Remedy, Oracle Team Support Portal, Adobe Photoshop, XHTML, Citrix, AWS, YMS, GFCS, Tops (KBX TMS), FM2 (JB Hunt TMS), WTMS/JDA (Walmart TMS), SalesForce