

## Lynda Carter

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### Education:

M.B.A. - Baldwin Wallace College, June 1990  
B.S. in Computer and Information Sciences - Cleveland State University, August 1986  
B.A. in Marketing - Cleveland State University, August 1986

### Professional Experience

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#### 2008-Present Baldwin Wallace University

Math & Computer Science Department, teach:

- Systems Analysis & Design
- Information Systems Project Management

School of Business Undergraduate and MBA, teach:

- Organizational Project Management
- Project Management

Quality Matters Certificate of Course Recognition for successfully meeting the Quality Matters Rubric standards in BUS645 Project Management, August 2018 Baldwin Wallace University

#### 2003-Present Baldwin Wallace University: Professional Development

Support Professional Development's goal to provide continue education and custom courses to businesses that desire to achieve, thrive, succeed and grow. Work with Professional Development staff to market, sell and personally deliver over 300 custom courses to Northeast Ohio business and their affiliates all over the world, and over 125 public courses on campus.

#### 1992-Present Competitive Edge Consulting, Inc.

Lead organizations in the design and customization of Project Management methodologies that are aligned with the Project Management Institute's Body of Knowledge (PMBOK) and industry best practices.

Develop and deploy foundational and advanced Project Management training for team members, project managers and executive leadership.

Coach project teams and project / program managers in the application of project management to clearly define expectations and drive project success.

Facilitate collaborative planning meetings.

Establish project and program governance at both the project level and the organizational level through the development of Program Management Offices.

Drive organizational learning through project audits, compliance and post project evaluations.

Develop and deploy a Project Management Maturity Assessment that is aligned with CMMI and Dr. Harold Kerzner's Maturity Assessment Methodology.

Training & Staff development topics include:

- Agile methods
- Communication Planning
- Conflict Management
- Consulting Skills
- Critical Chain / Theory of Constraints
- Business Analysis
- Facilitation
- Finance for Non-Financial Mgrs.
- Joint Application Development
- Leading Change
- Managing Customer Relationships
- Managing Multiple Projects
- Negotiation
- Planning, Scheduling & Controlling
- Portfolio Management
- Post Project Reviews
- Problem Solving
- Process Mapping Tools
- Professional Services
- Project Costing and Earned Value
- Project Management Foundations
- Project Planning
- Requirements Gathering
- Risk Management
- Sponsorship
- Understanding Personal Style
- Work Plans and Scheduling

Consulting and related programs for:

Akron Children's Hospital, Alcoa Steel, Alpha Technologies, Archbright, Bank One, Beckett Gas, Bentler, Borden Foods, Bridgestone / Firestone, Capital America, Case Western Reserve University (CWRU), Chemical Abstract Society, Cincinnati Health Care Alliance, Compliance, Darcie, Dayton Power & Light, Department of Defense, DeNora, Dominion East Ohio Gas, Ernst & Young, Federal Reserve, First Energy, General Electric, GoJo Industries, Goodyear Tire & Rubber, Iams Pet Foods, Invacare, Keithley Industries, Key Bank, MarkWest LLC, Medical Mutual of Ohio (MMO), Midwest Micro, Morrison Products, MTD, OCLC, Ohio Aerospace Institute (OAI), PacerGlobal, PolyOne, Proctor & Gamble, PNC, Progressive Companies, Power & Signal, PPG Industries, Right Management Consulting, Rockwell International, Sherwin-Williams, University of Fairbanks Alaska, V4 Consulting, Vita-Mix, Westfield Insurance

### **1986–1992 Progressive Insurance**

Manager of Process Improvements Information Services (1990 - 1992)

- Responsible for the integration and roll out of Total Quality Management (TQM) for 600 employees in the Information Services division

Systems Programmer / Analysts (1986 - 1990)

- Maintained mainframe systems using Assembler, COBOL, CICS and 4GL languages

### **Publications and Presentations:**

Baldwin Wallace University, Office of Professional Development sampling of public programs:

- Advanced Risk Management, January 27, 2005, November 10, 2005 and September 28, 2007, February 17 & 19, 2015, March 25, 2015
- Applying Agile Methods in Non-IT Environments, February 26, 2007 and April 10, 2008
- Applying Earned Value Measurement, October 6, 2005
- Business Process Mapping, May 8, 2007
- Conducting Post Project Reviews, September 14, 2004 and March 12, 2007
- Critical Thinking, November 2016, August 16, 2017, September 26, 2017, March 15, 2018, September 26, 2018
- Facilitators Tool Box, October 4, 2004, February 23-25, 2015
- Foundations of Project Management, October 22, 2004 September 21, 2004 September 14, 2005 October 1, 2007, May 4, 2007, February 1, 2008, March 12, 2008, January 26, 2011, February 15, 2011, September 7, 2011, February 2 & 21, 2012, September 11, 2012, October 3, 2012, February 5 & 26, 2013 September 10 & 16 2013, February 2014, September 2014, February 10, 2015, September 27, 2015, February 9, 2016, September 27, 2016, February 15, 2017, March 29 & 30, 2017, September 12, 2017, February 21, 2018
- Joint Application Development (JAD), April 12, 2005, December 13, 2005
- Managing Customer Relationships, April 24-25, 2007
- Managing Multiple Projects, September 15, 2003
- Planning, Scheduling and Controlling, Oct 11-12 & 25-27, 2011, April 5-7 & 10-13, 2011, June 13–15, 2012, October 8-10, 2012, March 5-7 & 26-28, 2013, October 15-17 & 28-30, 2013, Oct 2014, April 2014, March 3-5, 2015, October 27-29 2015, March 13-17, 2016, October 15-17, 2016, March 22-23 2017, October 16-18, 2017, March 12 -13, 2018, Oct 15 – 17, 2018
- Problem Solving: Resourceful Solutions, October 27, 2003, February 23, 2015
- Program Management, March 18, 2016, December 18, 2016
- Requirement Gathering, February 16, 2006, March 8, 2005
- Roadmap to Leadership Success, April 17-19, 2015, April 6-7, 2016, September 15-16, 2016
- Theory of Constraints, July 20 & 22, 2004 and March 14, 2006
- Understanding Personal Style, April 26-27, 2007 and April 9-10, 2008

#### Guest Speaker:

- University of Buffalo, Spring 2010 - Using Project Management to Enhance Adult Learning Development
- IIBA, International Institute of Business Analysis Ohio Chapter Meeting, October 18, 2010 – Applying Project Management as a Business Analysis
- PMINEO, Project Management Institute of Northeast Ohio Chapter meeting, February 20, 2013 – Key Leadership Behaviors to Advance in Project Management

- PMI Central Iowa Chapter – Creating an Effective Communication Strategy, March 20, 2014

#### Public Webinars:

- Creating Effective Communications, August, 21, 2012
- Project Management Institute's Global Leadership Community of Practice - Key Leadership Behaviors to Advance in Project Management, October 10, 2013 for 2,000 global participants
- Project Management Institute's Global Book Club - The Practitioner's Guide to Project Management: Simple, Effective Techniques That Deliver Business Value, October - December 2018
- Project Management Institute's Global Webinar - How Excellence in Collaboration Creates Better Project Plan, October 2018
- Project Management Institute's Global Webinar - Integrating Agile Techniques into Traditional Projects, November 2018

#### Blog contributions for Professional Development 2010 website:

- Celebration – Remember to Celebrate the Victories Along the Way
- Did I hear that correctly – The Challenges with Communications
- Good Fortune – Using Collaboration to Identify and Meet Customer Needs
- I Will Know It When I See It – Defining Requirements
- Project Management Job-aid for the Business Analysis
- The Curse of Knowledge – When What You Already Know Gets in the Way
- What Is In Your Tool Box - A Look at BA Tools and When to Use Them

#### Publications:

- Lynda Carter, *"The Essential Guide to Facilitating Project Management Workshops"*, September 2017
- Lynda Carter, *"The Practitioner's Guide to Project Management: Simple, Effective Techniques that Deliver Business Value"*, August 2014
- Citation in: *"Scholarly Inquiry and Leadership in Evidence-Based Practice: A Resource for the DNP"*, by Kathy Reavy, published by FA Davis Company
- White Paper, PMI, "Key Leadership Behaviors to Advance in Project Management", September 2013
- Carter, Lynda. "Project Management" *Encyclopedia of Human Resource Management, Volume 1, Key Topics and Issues*, editors Robert K. Prescott, Ph.D., SPHP and William J. Rothwell, Wiley Press, April 2012
- The Plain Dealer, *"Management Style Builds Total Quality Over Four Stages"*, September 29, 1992 with Mary Sutcliffe
- American Society for Training and Development, *"Measuring Training Effectiveness"*, Fall 1992