

# CAREY ROUSE

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## CORE COMPETENCIES

Portfolio Governance	Program & Project Management
Executive/Stakeholder Alignment	Risk, Issue & Escalation Management
Budget Discipline & Financial Modeling	Change Management
Process Design & Optimization	OKR Ownership & KPI Dashboards
Systems Thinking & Operational Rigor	Executive Presence & Concise Communication

## MOST RELEVANT EXPERIENCE

### 20+ Years of Large-Scale Portfolio & Enterprise Program Management

- **Indeed.com** - Senior Program Manager, Austin, TX (Mar 2021 - Jun 2022)
  - Built and ran the Candidate Platform's OKR process and leadership review cadence, raising project on-track rates by **13%** within **two quarters**.
- **OnPrem Solution Partners** - Director of Delivery, Austin, TX (Mar 2015 - Feb 2020)
  - Directed delivery across a multi-program portfolio; managed budgets totaling **\$13M** and resource loading across **53 FTEs/contractors**.
  - Developed estimation tooling and resourcing practices that improved forecast accuracy by **55%** and profitability by **20%**.
- **Zenoss, Inc.** - Senior Program Manager, Austin, TX (Jan 2013 - Mar 2015)
  - Delivered a complex, **zero-downtime cloud upgrade** for a major financial services client, securing a contract extension of **\$2M** for **5 years**.
- **Horizon Lines** - Senior Project Manager, Dallas, TX (Apr 2003 - Mar 2007)
  - Single-threaded owner for a successfully implemented, multi-year, web-based **ERP program** spanning sales, operations, billing, and warehouse.

### Operational Excellence & Process Optimization

- **DWELLOptimal** - Chief of Staff, Austin, TX (Mar 2024 - Present)
  - Designed and implemented the company's operating framework from **zero**, including core SOPs, workflows, recruiting/onboarding processes, and internal HR policies.
- **OnPrem Solution Partners** - Director of Delivery, Austin, TX (Mar 2015 - Feb 2020)
  - Authored and rolled out Agile methodology and SOPs across teams, improving release predictability by **25%** and accelerating time-to-market for features by **30%**.
- **North Highland** - Senior Program Manager, Dallas, TX (Mar 2007 - Jan 2013)
  - Led critical bank merger transformations for Fortune-scale clients, standing up cross-functional working groups and change programs that delivered **\$17M in cost savings** by integrating redundant systems.
- **Horizon Lines** - Senior Project Manager, Dallas, TX (Apr 2003 - Mar 2007)
  - Coordinated back-office functions to implement process, systems, and policy changes, cutting Order-to-Cash cycle time by **30%** across core workflows.
- **HandTech.com** - Project Manager, Austin, TX (Dec 1999 - Aug 2001)

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- Engineered a mission-critical **SQL** stored procedure that automated the compensation bonus payout process, achieving a **99.9% reduction** in cycle time (from weeks to seconds) with **zero defects**.

## Cross-Functional Execution & Stakeholder Leadership

- **DWELLOptimal** - Chief of Staff, Austin, TX (Mar 2024 - Present)
  - Served as delegate for the CEO in leadership forums and meetings, preparing briefings, capturing decisions, and closing follow-ups, reducing the CEO's meeting load by **60%**.
- **Indeed.com** - Senior Program Manager, Austin, TX (Mar 2021 - Jun 2022)
  - Delivered decision briefs that framed options, risks, trade-offs, and dependency dates; shortened approval timelines from **8 days** to **1 day**.
- **OnPrem Solution Partners** - Director of Delivery, Austin, TX (Mar 2015 - Feb 2020)
  - Led digital asset management integrations for the **Disney-21st Century Fox merger** across **5 major divisions**, landing milestones with **zero critical incidents** at cutover.
- **Zenoss, Inc.** - Senior Program Manager, Austin, TX (Jan 2013 - Mar 2015)
  - Standardized program governance (risk/issue/dependency management, decision logs, executive reporting); cut issue resolution time by **20%**.

## FULL EMPLOYMENT HISTORY

- **DWELLOptimal** - Chief of Staff, Austin, TX (Mar 2024 - Present)
- **2x Author** - Austin, TX (Oct 2024 - Present)
- **DrivenToCompete.com** - Founder, Austin, TX (Mar 2023 - Feb 2024)
- **RouseFit.com** - Founder, Austin, TX (May 2022 - Mar 2023)
- **Indeed.com** - Senior Program Manager, Austin, TX (Mar 2021 - June 2022)
- **Multifamily Real Estate Investor** - Principal, Austin, TX (Oct 2019 - Mar 2021)
- **Cloudternal.com** - Co-Founder, Austin, TX (Oct 2019 - Jul 2020)
- **OnPrem Solution Partners** - Director of Delivery, Austin, TX (Mar 2015 - Feb 2020)
- **Zenoss, Inc.** - Senior Program Manager, Austin, TX (Jan 2013 - Mar 2015)
- **North Highland** - Senior Program Manager, Dallas, TX (Mar 2007 - Jan 2013)
- **Horizon Lines** - Senior Project Manager, Dallas, TX (Apr 2003 - Mar 2007)
- **SunGard Trading and Risk** - Senior Project Manager, Austin, TX (Aug 2001 - Apr 2003)
- **HandTech.com** - Project Manager, Austin, TX (Dec 1999 - Aug 2001)
- **Cirrus Logic** - SAP Development Manager, Austin, TX (Jul 1999 - Dec 1999)
- **Whitman-Hart** - Lead SAP Developer, Dallas, TX (Jan 1999 - Jul 1999)
- **PricewaterhouseCoopers LLP** - SAP Developer, Houston, TX (Jan 1997 - Jan 1999)

## EDUCATION AND CERTIFICATIONS

- **Bachelor of Science, Mechanical Engineering**, The University of Texas at Austin
- **Prosci Change Management Certified Professional**