

Noelle Carter

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SUMMARY

Global **total rewards** leader with 15 years directing **retirement, health and welfare**, wellbeing, and **employee allowance** programs across multinational organizations. Builds enterprise benefits strategies, governance frameworks, and operating standards that connect workforce needs with regulatory compliance, financial stewardship, market competitiveness, and sustainable delivery. Leads geographically distributed teams and partners with HR Business Partners, Total Rewards, Finance, Legal, Procurement, and senior business leaders across complex matrix environments. Guides defined benefit, defined contribution, savings, health, wellbeing, and financial wellness programs through analytics, benchmarking, employee insights, and disciplined project management. Has led vendor selection, contract negotiations, service governance, acquisitions, organizational transformations, benefits technology initiatives, and executive communications. CEBS and SHRM SCP credentials support informed decisions that strengthen employee experience, retirement security, compliance, and enterprise performance.

EXPERIENCE

Senior Director, Global Benefits

January 2023 - Present

Helix Surgical Technologies

Princeton, NJ

Leads global retirement, health and welfare, wellbeing, allowance, vendor, and governance operations for a MedTech workforce across North America, Europe, and Asia Pacific. Directs a distributed team and advises senior leaders on investments, risk, compliance, acquisitions, and employee experience.

- Aligned global retirement, **wellbeing**, and allowance strategy with workforce priorities and financial guardrails.
- Established cross regional **governance** defining decision rights, **standards**, exceptions, compliance checkpoints, and executive reporting.
- Directed vendor selection, negotiations, service reviews, and escalation governance for benefits administration and technology.
- Coached distributed benefits professionals through planning, design, regulatory reviews, and employee communications.
- Partnered with Finance, Legal, Procurement, and HR leaders on **analytics** supported investment decisions.
- Sequenced **benefits** integration after an acquisition through plan mapping, compliance review, and **change management**.

Director, Retirement and Wellbeing

July 2019 - December 2022

Asterion Life Sciences

Philadelphia, PA

Directed international retirement and wellbeing programs for a life sciences organization, connecting **defined contribution**, savings, financial education, **physical wellbeing**, and emotional wellbeing initiatives. Advised Total Rewards and executive stakeholders through funding reviews, vendor governance, regulatory assessment, communications, and talent development.

- Integrated **retirement, savings**, financial education, and wellbeing programs into one coordinated portfolio.
- Used benchmarks, employee feedback, participation data, and financial analysis for annual funding recommendations.
- Redesigned vendor governance with quarterly reviews, issue ownership, service metrics, and contractual accountability.
- Documented regulatory decisions and implementation responsibilities with **Legal** and regional HR leaders.
- Built a communication calendar linking enrollment education with physical and **emotional wellbeing** milestones.
- Developed benefits managers through coaching, project assignments, and cross functional exposure.

Senior Manager, Health and Welfare Benefits

March 2016 - June 2019

Summit Health Manufacturing

Newark, NJ

Managed **health and welfare** strategy, administration, procurement, renewals, communications, and analytics for a multisite healthcare manufacturing workforce. Supported leadership decisions through claims analysis, market surveys, cost scenarios, vendor performance reporting, and restructuring transition plans.

- Managed medical, dental, life, disability, leave, and employee assistance programs across multiple sites.
- Prepared plan design scenarios using claims trends, market surveys, employee feedback, and cost analysis.
- Led carrier renewals and consultant **procurement** with evaluation criteria and negotiated contract terms.
- Created operating standards for eligibility, escalations, plan changes, and employee issue resolution.
- Supported organizational restructuring through benefit impact reviews, transition communications, and decision logs.
- Built executive dashboards showing utilization, cost drivers, service performance, and implementation risks.

Benefits Manager

June 2013 - February 2016

Meridian Industrial Systems

Edison, NJ

Managed retirement and welfare operations across multiple United States locations, coordinating plan administration, vendor relationships, enrollment, **retirement governance**, employee guidance, and recurring communications. Improved operating consistency through documented processes, service analysis, and clear partner support materials.

- Coordinated retirement administration, vendor relationships, and annual enrollment across multiple locations.
- Prepared committee materials and tracked vendor actions for **defined contribution** plan governance.

- Analyzed recurring service issues and improved procedures with administrators and HR teams.
- Supported renewals through service data, fee reviews, requirements documentation, and comparisons.
- Maintained policies and process guides as plan provisions changed across operating teams.
- Translated retirement and **wellbeing** program details into clear employee communications.

Benefits Analyst

October 2011 - May 2013

Harbor Consumer Products

New Brunswick, NJ

Supported health, welfare, and retirement administration for a multilocation workforce, building foundational capability in eligibility, enrollment, employee service, reporting, vendor coordination, and wellbeing communications. Prepared accurate records and practical analysis for benefits management decisions.

- Reconciled eligibility and enrollment files before scheduled administrator processing deadlines.
- Prepared reports on enrollment, vendor issues, benefit costs, and recurring service trends.
- Researched employee questions using plan documents and administrative records for timely escalation.
- Maintained plan files, vendor documentation, and communications for annual enrollment.
- Coordinated **wellbeing** events, vendor materials, schedules, and employee communications across locations.
- Documented corrections and recurring issues, giving managers clearer records for follow up.

PROJECTS

Global Benefits Governance Framework 📅 2024

Partnered with regional benefits leaders, Legal, Finance, and HR teams to clarify decision rights, policy standards, exception reviews, and executive reporting. Shared ownership created a practical framework that supported consistent decisions across regions.

Acquisition Benefits Integration 📅 2023

Worked with cross functional partners to map plan differences, identify compliance dependencies, and sequence employee changes after an acquisition. Clear communications helped affected employees move through transition with fewer unanswered questions.

Wellbeing Communication Calendar 📅 2021

Collaborated with regional HR teams and wellbeing vendors to connect enrollment, financial education, and wellness messages. A shared calendar gave employees steadier guidance instead of isolated campaign announcements.

LEADERSHIP & AWARDS

- Certified Employee Benefit Specialist recognition, 2017, reflecting advanced benefits knowledge and applied retirement expertise.
- SHRM Senior Certified Professional recognition, 2020, supporting strategic people leadership and enterprise change work.
- Benefits integration leadership recognition for guiding acquisition transition planning and cross regional employee communications.

EDUCATION

Master of Business Administration

2018

Temple University GPA: 4.0

Philadelphia, PA

Coursework: Finance, organizational leadership, strategic management, human resources

Bachelor of Science in Human Resource Management

2011

Rutgers University GPA: 4.0

New Brunswick, NJ

Coursework: Employee benefits, compensation, employment law, human resource management

CERTIFICATIONS

- Certified Employee Benefit Specialist 📅 2017
- SHRM Senior Certified Professional 📅 2020

TECHNICAL SKILLS

- **Retirement Programs:** Defined benefit plans, Defined contribution plans, Savings plans
- **Health and Welfare:** Medical plans, Dental plans, Disability plans
- **Wellbeing Programs:** Physical wellbeing, Emotional wellbeing, Financial wellbeing
- **Benefits Governance:** Policy standards, Decision rights, Compliance checkpoints
- **Vendor Management:** Vendor selection, Service reviews, Escalation governance
- **Analytics and Benchmarking:** Utilization analytics, Market surveys, Participation data
- **Benefits Technology:** Benefits administration, Digital employee experience, Enrollment systems

- **Financial Management:** Cost scenarios, Funding reviews, Financial sustainability
- **Project Management:** Implementation planning, Decision logs, Risk tracking
- **Change Management:** Acquisition integration, Restructuring support, Employee communications
- **Regulatory Compliance:** Plan compliance, Local requirements, Legal reviews
- **Leadership Development:** Team coaching, Succession readiness, Talent development

SKILLS

- Global benefits strategy
- Defined contribution plans
- Benefits governance
- Benefits technology
- Total rewards
- Health and welfare
- Regulatory compliance
- Analytics
- Retirement programs
- Employee wellbeing
- Vendor management
- Benchmarking
- Defined benefit plans
- Financial wellbeing
- Contract negotiations

PROFESSIONAL AFFILIATIONS

- Society for Human Resource Management, professional member focused on strategic people practices and workforce governance.
- International Foundation of Employee Benefit Plans, professional member engaged with global retirement and wellbeing education.

LANGUAGES

- English (Native)
- French (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST