Access to Experts

Teresa Carroll , Senior Vice President, Centers of Excellence and General Manager , Kelly Outsourcing and Consulting Group Kelly Services, Inc.

Teresa Carroll is senior vice president, Centers of Excellence (CoE) and general manager, Kelly Outsourcing and Consulting Group (KellyOCG®) for Kelly Services, Inc., a leader in workforce solutions.

In this newly created position for the Company, Ms.Carroll oversees global sales strategy in addition to the professional, technical, and outsourcing and consulting practices within the CoE across the Americas, EMEA and APAC regions. Her focus is on the alignment and strategy of the CoE practices in delivering a seamless and integrated approach to talent supply chain management to the Company's clients throughout the world.

The CoE provides customers access to talent across a broad range of disciplines and business models. KellyOCG, a component of CoE, focuses on business process outsourcing, contingent workforce outsourcing, executive search, human resources consulting, outplacement, and recruitment process outsourcing. Under Ms. Carroll's leadership, KellyOCG, was named to the Global Outsourcing 100 Services Providers List by the International Association of Outsourcing Professionals (IAOP), in the Leaders category, in July of 2012.

Serving in a variety of executive positions during her 20 year tenure with Kelly®, Ms. Carroll's expertise encompasses business development, operations management, service excellence and solutions design. In 2010, she was named to the "Women Worth Watching" List by Profiles in Diversity Magazine and was most recently recognized as a "Pro to Know" by Supply & Demand Chain Executive Magazine. In addition, she is a notable speaker in the areas of service excellence and talent supply chain management.

Ms. Carroll has also been instrumental in supporting the rise of women colleagues at Kelly® as a founding member of the Company's internal business resource group, Leadership in Action (LIA). The group is dedicated to helping prepare and develop current and future leaders in the global marketplace.

Prior to joining Kelly, Ms. Carroll was employed by General Motors Corporation as a resident/industrial engineer. She holds a master's degree in business administration from the University of Michigan, and a bachelor's of science degree in industrial engineering from the GMI Engineering and Management Institute (now Kettering University) in Michigan. She is a member of the Beta Gamma Sigma Business Honor Society and the Society of Women Engineers.

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