Stanley Carter

Operations & Enablement Leader | Workflow Automation | AI & Digital Transformation

skcart79@gmail.com | Rock Hill, SC (Open to Remote) | Portfolio | LinkedIn | GitHub

SUMMARY

AI operations and enablement professional with 8+ years across operations, quality, and digital commerce, including hands-on LLM evaluation at Scale AI and AI-governed content operations at production scale. I build model-agnostic governance systems, Python automation, and human-in-the-loop QA frameworks that help non-technical teams adopt AI reliably, turning ambiguous AI use cases into repeatable operating systems that cut cycle time and prevent rework.

CORE SKILLS

AI Operations: workflow automation, AI governance systems, model-agnostic SOPs, prompt governance, human-in-the-loop QA, AI adoption and enablement
LLM Quality & Evaluation: evaluation rubrics, acceptance criteria, calibration, reviewer variance reduction, safety and accuracy review, output quality scoring
Automation & Analytics: Python, openpyxl, REST APIs, SQL, Excel automation, GA4, Tableau
Program Operations: stakeholder enablement, SOP documentation, launch readiness, cross-functional delivery, sprint planning, change management
Tools & Platforms: Anthropic / Claude API, OpenAI, n8n, Amplience, Salesforce, HubSpot

EXPERIENCE

Ecommerce Content Specialist (AI Operations & Governance focus)
Shoe Carnival / Shoe Station, Fort Mill, SC | May 2025 - Present

- Rebuilt the AI-assisted content pipeline supporting 80 to 300 SKUs weekly and 6,700+ SKUs to date, compressing seasonal batch turnaround from 15+ days to under 1 day through upstream QA checkpoints, standardized prompts, and workflow sequencing.
- Engineered Python automation that verifies 16,000+ product SKUs against the Amplience CDN and writes live photo status and verification links into Excel, replacing manual image-checking workflows across department tabs.
- Built a Claude Vision API pipeline that converts product and label photos into structured PDP copy, processing 117 unique styles in roughly 40 minutes at about $0.03 per description while preserving governed formatting and QA standards.
- Created Python QA tooling auditing roughly 2,000 brand URLs across two sites, surfacing 20 missing brand pages that silently redirected to search results and eliminating about 12 hours of manual review per cycle.
- Authored 24 SEO brand and PLP pages (Nike, Birkenstock, Clarks, Hoka) and built a GA4 pre/post methodology to measure page performance after each publish date.
- Designed and embedded a 9-document AI governance system across three retail brands.

Generative AI Quality Assurance Lead
Scale AI, Remote | May 2023 - May 2024 (progressed: Tasker Success Manager to QA Lead)

- Owned final quality decisions on 5,000+ AI-human conversations, evaluating LLM outputs for accuracy, safety, and guideline compliance as last-line approver.
- Reduced post-calibration reviewer variance to under 3% by enforcing acceptance criteria and standardized scoring rubrics.
- Delivered calibration training to 50+ reviewers and directly managed a rotating team of 5 to 10, owning onboarding, quality enforcement, and removal authority.
- Translated complex project documentation into executable quality standards for production teams.

OTHER EXPERIENCE

Customer Ambassador, *Coca-Cola Consolidated, Charlotte, NC | Oct 2024 - May 2025.* Leveraged Salesforce CRM data analytics and segmentation-driven prioritization to optimize outreach workflows, generating $31K+ in incremental revenue.
IT Help Desk Specialist, *Cox Communications, Remote | Sep 2021 - May 2022.* Tier 1 support to 600+ users; 35 to 45 daily tickets at 92% first-contact resolution and 95% SLA; cut resolution time 18%.
Account Executive, *Yelp, Remote | Jan 2021 - Aug 2021.* Managed digital advertising for 50+ B2B clients, lifting ROI 20% through data-driven recommendations.
Store Manager, *Sprint, Pineville, NC | 2019 - 2021.* Led 9 associates to $1.2M annual sales and 33% conversion; full P&L, hiring, and performance authority.
Mobile Expert / Business Care, *T-Mobile, Rock Hill, SC | 2017 - 2019.* Advised on devices, plans, and accessories and resolved complex small-business account and billing issues.

CERTIFICATIONS & EDUCATION

Certifications: SEO, Digital Marketing, and Social Media Marketing, HubSpot Academy, 2024
Education: B.S. Marketing, Southern New Hampshire University, 2024