

JASMINE BELL

Professional Implementation Consultant

@ john.smith@email.com

📍 London, UK



SUMMARY

Highly skilled and motivated Implementation Consultant with extensive experience in enterprise software implementation, project management, customer service, and requirements analysis. Proficient in Freshdesk helpdesk software, Excel, and PM tools.

EXPERIENCE

Senior Implementation Consultant

Ruleguard

📅 Ongoing 📍 London, UK

Led implementation of regulatory compliance software for financial firms resulting in 100% customer satisfaction

- Captured and analyzed business requirements to determine optimal implementation plan
- Managed customer acceptance planning and sign-off process
- Delivered projects on time and to specification resulting in 100% customer satisfaction
- Developed customer relationships and loyalty

Implementation Consultant

Compliance Solutions

📅 Date period 📍 New York, USA

Implemented compliance software for multiple financial institutions resulting in streamlined processes and improved efficiency

- Leveraged software platform to satisfy requirements with effective setup and configuration
- Managed communication on a range of internal and external projects resulting in improved efficiency
- Trained new and existing users on software platform resulting in increased productivity
- Assisted in developing customer relationships and loyalty

Technical Support Analyst

Tech Support Inc.

📅 Date period 📍 San Francisco, USA

Provided technical support to customers resulting in increased customer satisfaction

- Managed helpdesk using Freshdesk software resulting in improved efficiency
- Resolved technical issues in a timely and professional manner resulting in increased customer satisfaction
- Collaborated with development team to provide optimal customer experience

STRENGTHS



Project Management

Delivered multiple projects on-time and under budget with measurable results



Problem Solving

Developed creative solutions for complex problems, resulting in increased efficiency and customer satisfaction



Customer Service

Provided exceptional customer service, resulting in high customer satisfaction ratings and repeat business

SKILLS

Business Analysis

Enterprise Software Implementations

Project and Programme Management

Customer Relationship Management

Technical Aptitude

Excellent Written and Verbal Communication

Creative Problem Solving

Time Management

Prioritisation and Triage

Personal Organisation

ACHIEVEMENTS



Successful Implementation of Enterprise Software Solution

Led the successful implementation of an enterprise software solution for a major financial services client, resulting in increased efficiency and cost savings