

# 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