

Robert Smith

Change Manager/Representative

PERSONAL STATEMENT

Results-oriented, thorough Information Technology professional with more than 30 years of experience spearheading multifaceted technical and logistic business units to meet internal company and client needs. Customer focused attitude known for delivering projects on time while leading diverse teams to success.

WORK EXPERIENCE

Change Manager/Representative

ABC Corporation - 2004 - 2007

Responsibilities:

- Monitored customer service trends by analyzing internal/external practices, reported recommendations for improvement.
- Developed training curriculums and techniques needed to reinforce the importance of customer service to all associates.
- Collaborated with Managers, Directors and Executives about execution of Gallup Customer Loyalty and Employee Engagement Programs and partnered with Gallup Organization.
- Analyzed service performance and proactively identified and implemented strategies which improved quality of service, productivity and profitability.
- SAP Customer Relationship Manager (CRM) and Change/Program Manager - ADKAR Model Developed and sustained a continuous improvement culture in which employees were empowered to improve the processes they support.
- Managed and implemented change and process improvements throughout the organization.
- Promoted revenue generating ideas and cost efficiencies to positively affect the expense discipline initiative.

Change Manager

Delta Corporation - 2009 - 2014

Responsibilities:

- Responsible to define, develop, direct, and monitor our customer support programs from concept through disposal.
- Represented organization with commercial and military suppliers to plan and schedule support programs.
- Worked with change management group to help analyze engineering change proposals for support impact and helped to develop proposals for schedule, .
- Lead group in doing this by the use of specialized knowledge of suppliers/customers to ensure customer satisfaction.
- Client facing daily with Line of Business Executives and Technology Teams.
- Project management support including status reporting, issues & risk management and deliverable tracker management Fannie Mae Treasury Project.

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

SKILLS

Process Management,
Team Management.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)

- This is Dummy Description data, Replace with job description relevant to your current role.

Education

Executive Certificate in Project Management - (Florida Atlantic University - Boca Raton, FL)