

ROBERT SMITH

Change Manager III

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Served on global governance board to champion implementation and harmonization of ITSM Service Level, Change, Configuration, Incident, and Problem Management processes, including development and implementation of tools/templates needed to capture and translate knowledge. Coordination of infrastructure changes for customers.

EXPERIENCE

Change Manager III

ABC Corporation - SEPTEMBER 2006 - AUGUST 2016

- Assessment of risk for technical infrastructure changes.
- Leadership of Technical Advisory Board (TAB) and Change Advisory Board (CAB) meetings.
- Leadership of Post-Implementation Reviews (PIR) to identify problems, their causes, and how to prevent them in the future.
- Incident Specialist Management of critical incidents within the companies of our customers.
- Leadership of conference calls to resolve critical incidents.
- Technical Support Agent Provision of First Level Technical Support for Dow Chemical Employees.
- Second level Administrator for Virtual Private Network (VPN) accounts, provision of advanced troubleshooting for VPN users in Dow Chemical Co.

Change Manager

Delta Corporation - 2003 - 2006

- These payments go to external private and government investors for mortgages and are part of Investor Reporting.
- Managed the conversion of adding 77MM customers to the Customer Information System.
- Analyzed and assessed the Military Bank credit card business.
- Executed and delivered the credit card transition solution as a part of stop gap.
- Creating and processing RFCs for the implementation of CIs in the production environment of the State of PAs computing centers.
- Worked with Unisys and IBM personnel to coordinate, gather requirements and determine the detail/contents of the RFC.
- This is Dummy Description data, Replace with job description relevant to your current role.

EDUCATION

- Bachelor of Science in Mechanical and Electric Engineering - (Universidad Latina)

SKILLS

Excell, Powerpoint, Word, Outlook, Certified Toastmaster.