

# Change Manager

# ROBERT SMITH

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## Objective

To obtain permanent employment with a stable company. Configured IT services, machine-to-machine technology tie-in, functions and user engagement with integrated software development.

## Skills

Microsoft Office, Intelligence, Change Management, Communications, Analytics.

## Work Experience

### Change Manager

**ABC Corporation** - August 2010 - May 2016

- Served as the corporate marketing/branding lead for the multi-billion dollar IT network infrastructure realignment within the Communications Directorate, National Reconnaissance Office.
- Interfaced with service providers and 17 stakeholder agencies, and as the programmatic lead for multiple conferences/engagements.
- Analyzed value chains and core competencies to best position for long-term opportunity.
- Led the Undersecretary of Defense for Intelligence account to develop business process improvement and reengineering strategies.
- Engaged in collection and analysis to provide a baseline assessment within integrated collection management.
- Led bilateral and multilateral collaborative stakeholder engagement and training.
- Leveraged research, analytics and industry insights to assist in designing critical strategic planning programs.

### Change Manager

**Delta Corporation** - 2006 - 2010

- Change Exchanger Supplied change to customers on the casino floor.
- Worked with over 26 states reviewing raw data for data integrity and bank Accounts accuracy.
- Troubleshoot and monitor customer experience with product managers to ensure consistency.
- Smooth the communication process from a Wells Fargo perspective to the more robust Norwest ideas.
- Change Manager at United States Patent and Trade Office.
- Reviewed existing Change Management, help desk, work order system and service escalation procedures in place making detailed recommendations for .
- Revamped Change Management Policies and Procedures utilizing UTIL best practices, created the Change Management Policies and Procedures manual for .

## Education

Master of Public Administration in Public Administration - (American Military University - Charles Town, WV)