

Robert Smith

Lead Implementation Partner

PERSONAL STATEMENT

Implementation Partner with clients to gain a comprehensive understanding of workflow, business/technical requirements and needs to ensure that the knowledge-transfer addresses client needs.

WORK EXPERIENCE

Lead Implementation Partner **United Health Group - May 2014 - 2020**

Responsibilities:

- Provides professional services such as consultation, software readiness, and education to clients on Tyler software products.
- Designs and conducts knowledge transfer sessions on-site or through webinars.
- Educates users on software functionality as well as on data entry, system administration, user security, and user permissions.
- Performs consultation/analysis of client business model to identify and document client requirements regarding Tyler products and functionality.
- Recommends options for new approaches in client work processes as appropriate to ensure an efficient software solution for the client's needs.
- Identifies and documents business/technical requirement specifications for specific software design/development, forms, reports, interfaces, process, configuration, and other relevant changes.
- Consults with users to identify the proper data mapping process for product conversion. Provide instruction to clients on proofing and analyzing data conversions from existing software to Tyler applications.

Implementation Partner **Delta Corporation - 2013 - 2014**

Responsibilities:

- Keep up to date on administrative tasks such as documenting client issues, communicating agendas, submitting trip reports, time-sheets and weekly expense reports, and updating systems-related client activity.
- May assist QA staff with product testing or modification testing as required.
- Notify management and appropriate organization/department of issues or unplanned events that could impact the effectiveness/schedule/budget of the implementation.
- Create both client-facing and internal documentation such as "quick tips" and "how-to".
- Act as liaison between the client and company's technical staff including conveying technical information so that non-technical individuals can understand.
- May participate in the annual User Conference. Facilitate user group

CONTACT DETAILS

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

SKILLS

MS office, Management.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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

discussion on the assigned module/topic.

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

Education

B.Sc. in Computer Science - (Jimma University)