

ROBERT SMITH

Jr. Change Manager

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SUMMARY

Senior Learning and Development Leader with an exemplary record of developing and directing strategic organizational change initiatives, by partnering with executive management to ensure focus and accountability per business objectives. Key areas of responsibility include, but are not limited to Driving global organizational change initiatives across functional teams facilitated by process realignment.

SKILLS

Adobe Captivate, Camtasia Studio, Project Management, Organizational Development, Team Leadership.

WORK EXPERIENCE

Jr. Change Manager

ABC Corporation - 2002 – 2004

- Provided leadership and sponsorship for ITSM activities, ensuring alignment between processes and business requirements.
- Organizational Change Management Conducted global process workshops to socialize, educate, and communicate standards for work deliverables within the process framework.
- Implemented and managed the transition to global ITSM Change and Configuration Management processes per IT Infrastructure Library (ITIL) standards for IT application groups and infrastructure teams.
- Managed and directed ITIL Service Support and Delivery processes within global IT enterprise.
- Developed project timelines, created implementation plans and roadmaps, and provided regular status reports to key stakeholders.
- Performed process assessments, documented the current state of IT processes, identified gaps and improvement areas and created future state processes and improvements.
- Created scorecards and other measurement tools to provide management reports regarding implementation status.

Change Manager

Delta Corporation - 2000 – 2001

- Global provider of consulting, systems integrations and outsourcing for multiple vertical markets.
- Led projects (change initiatives) to meet business schedule, objectives, and organizational goals including changes to business processes, systems, .
- Succeeded in driving faster adoption, greater utilization, and higher proficiency on changes impacting employees in the organization ensuring .
- Implemented two change management projects that minimized employee resistance and maximized employee engagement.
- Monitored project schedules for more than 50 open projects at a time.

- Oversaw the development and launch of Change Management System Revamped the Change Management program, resulting in a 75% improvement in on time .
- Managed the Bill Of Materials for over 500 components that our product required.

SCHOLASTICS

- M.S. in Strategic Management - (Indiana Wesleyan University - Marion, IN)