

Objective

Enthusiastic individual with diversified skills including client relations, change management, communications, recruiting, and project management. Analyzing change processes to identify and correct gaps in performance and execution.

Skills

Microsoft Excel, Microsoft Office- Word, PPT, Outlook, Etc, Change Management, Release Management, Team Management.

Work Experience

Change Manager I

Nike - November 2014 – 2020

- Support daily change operations. Monitor use of standardized methods and procedures for change management.
- Ensure changes are complete and meet process requirements and standards.
- Provide change approvals by assessing risks and impacts.
- Work with functional towers to ensure change adhere to Nike standard.
- Support change and request management reporting for KPIs and CSFs.
- Assist process owners in driving service management best practice and process standardization.
- Drives implementation of standard execution of the change management processes.

Change Manager

Delta Corporation - 2012 – 2014

- Managed and re-designed a distribution network providing medical blood technology products, hardware, and parts for both domestic and international.
- Developed and managed a Quality Management System that included, Value Stream Mapping, Multi-Kaizen initiatives, customer complaint root cause.
- Complete P&L responsibility including annual and monthly budget planning, accounts payables, accounts receivables, and billing accuracy to customer.
- Ensuring Change requests are managed and communicated within the scope of Service Level Agreement, securing that all engaged parties perform up to.
- Administers change control process for changes to production Responsible for reviewing and approving hardware or software changes to production.
- NJ Marsh & McLennan (Global Organization >50,000 Employees) Validated, approved, managed, prioritized and reported on changes Confirmed change.
- This is Dummy Description data, Replace with job description relevant to your current role.

Education

Bachelor of Business Admin in Management of Information Systems - (University of Memphis - Memphis, TN)