

Robert Smith

Change Manager II

PERSONAL STATEMENT

Superb Change Manager who excels at building teams and enforcing a high level of quality in products and services. Identifying opportunities for process improvement and making recommendations for standard change requests.

WORK EXPERIENCE

Change Manager II

ABC Corporation - December 2010 - August 2012

Responsibilities:

- Responsible for Serve in key role with the CMMI Level 5 compliant consulting firm.
- Direct streamlined and efficient IT change request process.
- Oversee weekly Change Advisory Board leadership meetings attended by client and functional teams.
- Manage client expectations and serve as key liaison between client and technical teams.
- Implement strategies to minimize scope creep.
- Facilitate project risk management/mitigation efforts.
- Identify and present on emerging business opportunities; provide recommendations to influence key decision makers.

Change Manager

Delta Corporation - 2006 - 2010

Responsibilities:

- Cross-trained for Inbound, outbound and dispatch supervisor.
- Won numerous achievement milestones including the Bravo Zulu award for loss ratio excellence.
- Both opportunities were from senior management to initiate comprehensive change for under performing terminals respectively.
- developed a change management plan to guide users through changes to revenue collection policies in public hospitals in Western Australia.
- Developed instructional design and training plan for implementing licensing and compliance software, provided orientation and leadership for a 3 .
- Created detailed training outline and templates for facilitator guides and job aides.
- This is Dummy Description data, Replace with job description relevant to your current role.

Education

MBA - 2010(University of Maryland - College Park, MD)

CONTACT DETAILS

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

SKILLS

Release Management,
Requirements Gathering,
Cyber Security,
Technology Risk
Management, Security
Compliance, IT Controls.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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