ROBERT SMITH
Assistant Change Manager

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Design, Develop, Install and Maintain all aspects and applications within the ServiceNow Suite. Implement, via Web Services, integration pieces between outside vendors and internal applications to facilitate information sharing between the source and target. Ticketing suite administration that includes the ability to develop non-out-of-the-box solutions to fit the needs of growing business.

APRIL 2006 – FEBRUARY 2011
ASSISTANT CHANGE MANAGER - ABC CORPORATION

- Designed/Implemented/Facilitated the Forward Calendar of Change for Embarq.
- Designed/Maintained/Delivered all reports pertaining to the Change Management team including Directors Scorecard/Change Management stats/Turnover Reports.
- Helped in Design and implementation of Change Advisory Board for all Major changes Work directly with Change.
- Tracked, reviewed and archived all information as it pertains to the Change/Configuration Management process to ensure that all documented change would be compliant to an external audit.
- Developed, implemented and manage a comprehensive Configuration Management plan.
- Established a process for implementing and documenting all system changes into production Embarq systems.
- Helped in configuration, implementation and administration of Incident/Change/Configuration tracking software for Embarq and its replacement ITSM system.

2002 – 2006
CHANGE MANAGER - DELTA CORPORATION

- Created baselines and identified final software code locations and versions Controlled access to configuration items through role creation and .
- 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.
- Same duties as AHLTA Change Manager; SAIC split in September 2013 to create the new Leidos, LLC.
- Assess impact associated with IT changes in production and test environments; then, determine a feasible and efficient course of action for .

- Identify, analyze, and prepare risk mitigation tactics Assess impact of change Support senior leaders and IT Governance teams Facilitate .

EDUCATION

Naval Nuclear Engineer - (Grantham University - Slidell, LA)

SKILLS

ITSM Expert, Program Management, Application Deployment, Staff Administration.