

Robert Smith

Project Leader/Instructor

PERSONAL STATEMENT

Accomplished Project Leader/Instructor with excellent leadership and decision-making skills. Extensive experience dealing with critical incidents, SLA requirements, and interfacing directly with customers. Well versed in ITIL methodologies and instrumental in developing refined process models for delivery. Technically sophisticated and administrative support professional.

WORK EXPERIENCE

Project Leader/Instructor **ABC Corporation - June 2008 - Present**

Responsibilities:

- Quickly responding to all notifications of unplanned service interruptions from the customer as well as prudential internal teams.
- Ensuring that incident routing does not meet bottlenecks and that appropriate resources have been engaged to effectively investigate and diagnose critical incidents.
- Understanding SLA requirements and works to ensure those requirements are met when possible.
- Aggressively driving conference calls with the customer, PRU internal support teams and third-party vendors.
- Providing timely feedback to upper-level management, both HP and the customer on all incidents.
- Providing detailed Root Cause Analysis (RCA) documentation to problem management and attends RCA meetings with the customer to determine the root cause of incidents, SLA infractions and primary ownership of any resulting action.
- Developed and documented several incident management process models for the role of incident manager.

Sr. Programmer/Project Leader **ABC Corporation - January 2007 - May 2008**

Responsibilities:

- Ensured adherence to quality standards and reviews project deliverables.
- Provided technical and analytical guidance to project team giving ownership and leadership.
- Recommended and took action to direct the analysis and solutions of problems to deliver.
- Used the Gateway process to ensure cross-functional team members work collectively to complete the necessary tasks on time.
- Worked directly with Engineering, Quality, and Operations to troubleshoot and improve processes.
- Managed and created process documentation (SOP, PFMEA, Control Plans, Manufacturing Reviews, Supplier Reviews).
- This is Dummy Description data, Replace with job description relevant to your current role.

CONTACT DETAILS

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

Strong Interpersonal,
Organizational, And
Analytical And
Management, Microsoft
Office Applications And
Internet Tools, Excel,
Word And Outlook

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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

Education

Bachelors - 2006 (Karnataka University - Dharwad,
Karnataka) Bachelor Of Science in Computer Science - (Andhra
University) Certificate - 1992 (Texas Technical High School)