

Robert Smith

Change Manager

Phone (123) 456 78 99

Email: info@qwikresume.com

Website : www.qwikresume.com

LinkedIn: [linkedin.com/qwikresume](https://www.linkedin.com/qwikresume)

Address: 1737 Marshville Road, Alabama

SUMMARY

Experienced Change Manager seeking a new role to with room for advancement. Trained a team of 12 Change Managers on ServiceNow Change which included providing governance and functional training on the tool.

SKILLS

Training, Reporting, Analysis, Change Management, Microsoft Office, Mentoring, Team Oriented.

WORK EXPERIENCE

Change Manager

ABC Corporation - March 2013 - November 2015

- Provided technical support to 10, 0000 users globally to help troubleshoot and diagnose tool related issues.
- Worked as part of a global team to define global change governance standards.
- Creation of reports for senior management measuring of KPIs Key Performance Indicators.
- Participated in change working groups for continual service improvement (CSI) and helped streamline business as usual activities.
- Attended and chaired change advisory board meetings as required for scheduling of changes/potential collisions.
- Developed the business analysis plan by interacting with stakeholders, business users, and subject matter experts.
- Gained expertise on change management by performing impact analysis for change requests obtained during scope changes.

Change Manager

Delta Corporation - 2010 - 2013

- Responsible for the delivery of several Right Shoring streams as part of a Global Change Operations initiative within the Location Strategy Program .
- Provide specialist guidance in right shoring of functions and processes (e.g. due diligence processes to ensure that all dependencies are captured and highlighted, knowledge transfer requirements are met, approach to cutover .
- Mortgage system upgrades related to Countrywide Merger.
- The focus of this engagement was as a Change Manager responsible for coordinating from 2 to 4 projects at a time - with different delivery dates.
- Most of this work centered around data structure changes related to the merger with additional side projects implementing compliance wording .
- This is Dummy Description data, Replace with job description relevant to your current role.

EDUCATION

Masters of Science in Information Systems - (Stevens Institute of Technology - Hoboken, NJ)