

ROBERT SMITH

Sr. Change Manager

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

A determined, customer-focused Service Delivery Manager with a track record of operating and improving the services that support a business and its customers. Strong work ethic, approachability and consistent commitment to team leadership and client satisfaction.

CORE COMPETENCIES

I Have Many I Customer Service. Speacking To Individuals Over The Phone. Check And Credit Card Transactions.

PROFESSIONAL EXPERIENCE

Sr. Change Manager

ABC Corporation - March 2001 – February 2008

Key Deliverables:

- Passed through the correct channels and that the IT Service and Support teams are trained and able to fully support them.
- Projects Technical Lead Planning, Preparing, and Execution of a variety of small and large projects, and roll-outs across Southern Africa.
- Management of a team of 12 to upgrade the computers and operating systems for about 1500 people across South Africa, Botswana, Namibia, Lesotho, and Swaziland.
- Management of a team of 20 to upgrade the Field Force of 370 people across South Africa with new laptops, software environment, 3G connectivity, and portable printers.
- Management of a team of 5 to convert the operations on 139 CRAs using iPags to full-scale laptop environment.
- Managing and training the roll-out teams and handing over of support knowledge to relative Support Groups in BAT.
- Creation of applications tools and fixes with the use of Autoit.

Change Manager

Delta Corporation - 1997 – 2001

Key Deliverables:

- Monitored project schedules for more than 50 open projects at a time.
- Oversaw the development and launch of Change Management System Revamped the Change Management program, resulting in a75% improvement in on time.
- Managed the Bill Of Materials for over 500 components that our product required.
- Assist in the review of proposed changes to the baseline.
- Assists in the analysis of engineering changes of limited scope for completeness and accuracy to determine impact on applicable baselines.
- Crafted Google Express first Change Manager position Introduced structured change management approach and methodology for a brand new internal .
- This is Dummy Description data, Replace with job description relevant to your current role.

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EDUCATION

- Bachelor Of Arts - (Temple University - Philadelphia, PA)