

ROBERT SMITH

Associate Change Manager

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

SUMMARY

Change management, Account management, Customer relations, Quality Analysis. Participates in mitigating failed changes, Directly supports the Change Management Process Owner. Managed release installation risks by using a Software Development Life Cycle approach to upcoming releases Project Managed implementation of Change .

CORE COMPETENCIES

Instructional Design, Training & Development, Facilitation, Change Management.

PROFESSIONAL EXPERIENCE

Associate Change Manager

ABC Corporation - December 2014 – July 2016

Key Deliverables:

- Utilize and update team SharePoint site to export ad-hoc reports for weekly CAB and Super CAB meetings.
- Review 700 operational changes 1200 patches monthly.
- Provide ticket hygiene results to the ticket requester when required.
- Capture meeting minutes at CAB to discuss with team for ticket knowledge for upcoming Super CAB meeting.
- Review and approve application, operational and patch changes in MyServices-Service Now.
- Conducted gap analysis and made as-is-to-be diagrams to understand new business requirements and challenges in implementing new modules of billingcenter and claimcenter over the existing billing and claim management.
- Created user stories by actively interacting with smes, account specialists, claim specialists, billing supervisors,.

Change Manager

Delta Corporation - 2009 – 2014

Key Deliverables:

- Responsible for maintaining consistency of five Universes consisting of Systems Integration, Development, Quality Assurance, User Acceptance Test.
- Changes to each environment needed to be tracked and moved throughout the Universes to allow for consistency and minimize unnecessary outages.
- This involved tracking changes in the Change Management system and coordinating with all teams and stakeholders to implement releases.
- Developed a tailored an ITILv3 based service management structure for the Air Force enterprise networks.
- Responsible for delivering the total ITIL structure, tools, processes and documentation to manage the activities of the IT management for the Air .

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- 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.
- This is Dummy Description data, Replace with job description relevant to your current role.

EDUCATION

Business Administration, Management - (DeVry Institute of Technology)

