

# ROBERT SMITH

## Associate Project Team Lead

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

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### SUMMARY

Highly qualified Project Team Lead with experience in the industry. Enjoy creative problem solving and getting exposure on multiple projects, and would excel in the collaborative environment on which your company prides itself.

### CORE COMPETENCIES

Methodologies: SDLC, Agile, SCRUM, Waterfall Languages.

### PROFESSIONAL EXPERIENCE

#### Associate Project Team Lead ABC Corporation - June 2009 – April 2011

##### Key Deliverables:

- Served as PMO on-site contract Team Lead for a \$10M contract deploying proprietary software to support overseas and domestic clients.
- Led teams of 2 to 6 deployment engineers, technical trainers, and customer service specialists to implement new software and manage usability interactions.
- Gathered facts through research, observation, interviewing and surveys to analyze the clients business, draw conclusions, prepare final reports and gives presentations.
- Coordinated team activities for deployment efforts including extensive international travel.
- Initiated all project tasks, and host DVCs with clients.
- Developed project management plans, ensure that customer requirements are clearly defined, and create schedule to achieve on-time completion.
- Led Train the Trainer sessions to empower team members with usability training experience, and the ability to conduct 1-on-1-deskside assistance during deployments.

#### Project Team Lead Delta Corporation - 2007 – 2009

##### Key Deliverables:

- Instructional leadership for an avionics project on a Delta Airlines 757 aircraft.
- I was responsible for Conduct conference calls with client to gather information and defined System Requirements and record functional specification .
- Also Maintained project documents, shared important links and tutorials plus supported to the team by creating project announcements, team member .
- Additionally, I involved in defining project objectives, project scope and managed team workflow thorough Organizing project tasks.
- Help train temporary teams and be available for daily questions Assist with re-schedules when our Service tech cannot deliver De-escalate customers .

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- Lead the team to be the best and provide the WOW factor.
- This is Dummy Description data, Replace with job description relevant to your current role.

### EDUCATION

Diploma in Network Engineering - (Chubb Institute - Arlington, VA)

