

Raymond D. Phillips, III

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PROCESS IMPLEMENTATION | TECHNICAL TRAINER | TECHNICAL CONSULTANT

Proven technical training, new process implantation, technical writing, and supervisory experience, including projects at 2 of the Big 4 Global Consulting firms. Expert at quickly learning various systems and applications to analyze for process change, training, and support. Demonstrated history of content development, classroom and on-site training. Various levels of management, evaluation for and implementation of business process change. Self-motivated, enthusiastic, strong creative abilities, with excellent verbal and written communication skills.

AREAS OF EXPERTISE

Operational & Technical Process Improvement
Technical Training 1-on-1 and in classroom setting
Organizational Management
Technical Document Writing
Technical Troubleshooting

PROFESSIONAL EXPERIENCE

TEKSYSTEMS (CONTRACT POSITION) – Nashville, TN

June 2018 to May 2020

Sub-contracted to KPMG

SENIOR ANALYST

- Developed, implemented, and delivered content for end-user demonstrations and presentations of the Medicaid Eligibility System.
- Facilitated initial training of the application for end-users.
- Assisted in facilitating training of on-site support team.
- Provided on-site support for end-users in several different Operations Groups across the organization.
- UAT testing for new functionality and fixes.
- Troubleshooting of technical issues on-site, via email, and conference calls.

YOH (CONTRACT POSITION) – Louisville, KY

June 2017 to November 2017

Sub-contracted to General Electric Appliances

TECHNICAL TRAINER/TECHNICAL WRITER

- Conducted on-site training of Local Delivery Agents on Oracle based Order Management software implementation.
- Point of contact to support the larger Support Consultant team.
- Created documents for workaround processes.
- Troubleshooting of technical issues that may have arisen with the implementations.
- Troubleshooting technical issues to support Local Delivery Agents via emails, phone calls, and on-site.

LRA BY DELOITTE (CONTRACT POSITION) – Louisville, KY

July 2016 to April 2017

TECHNICAL TRAINER/TECHNICAL WRITER

- Conducted on-site management and associate training for new technology installation in a retail store environment.
- Created documents for issues and workarounds.
- Advised store management regarding cash handling procedures with incorporation of new technology.
- Troubleshooting of technical issues that may have arisen with the install and documenting potential workarounds.
- Analysis of successes and/or issues with installation and training.

TEKSYSTEMS (CONTRACT POSITION) – Louisville, KY

September 2015 to June 2016

Sub-contracted to Deloitte

REGIONAL LEAD – WESTERN KENTUCKY REGION (INTEGRATED ELIGIBILITY GO-LIVE) (MARCH 2016 – JUNE 2016)

- Supported field support team answering message board (Slack) questions with Integrated Eligibility Go-Live.
- Created and updated training materials for the Integrated Eligibility System.
- Facilitated “Super User” conference calls on a bi-weekly basis, including trouble tickets and a Q & A session.
- Diagnosed and resolved issues for cases with urgent need on the Rapid-Fire Response Team.
- UAT testing for new functionality and fixes.

REGIONAL SME – WESTERN KENTUCKY REGION (INTEGRATED ELIGIBILITY GO-LIVE) (JANUARY 2016 – MARCH 2016)

- On-site support for end-users during Go-Live of the Integrated Eligibility System.
- Created and updated training materials for the system.
- Resolved issues and answered questions with go-live via email and conference calls.

CLASSROOM TRAINER (SEPTEMBER 2015 – DECEMBER 2015)

- Facilitated classroom training for the Kentucky Integrated Eligibility System.
- Updated training manuals.

GROUPWARE SOLUTIONS (CONTRACT POSITION) – Somerset, NJ

May 2014 to November 2014

Sub-contracted to Louisville Gas & Electric (LG&E)

IT TRAINER / TECHNICAL WRITER

- Worked closely with Subject Matter Experts, project managers, system owners, and department managers to learn applications, define training scope, obtain training requirements, and ensure document quality.
- Created training material including manuals, job aids, quick reference cards, and videos.

THE KROGER CO. – Louisville, KY

September 2012 to May 2014

STORE CO-MANAGER

- Instrumental in day-to-day store fostering a “Customer First” atmosphere as a mainstay of the store environment.
- Food Safety Champion.

THE KROGER CO. – Louisville, KY

December 2009 to September 2012

ASSISTANT TRAINING MANAGER / TECHNICAL WRITER FOR EASYFILL PRN

- Created Training material for Kroger’s prescription writing, processing, and reporting system. Training material included Release Notes for system upgrades, Best Practices and troubleshooting reference documentation, Web Reference Guide, policy and procedure updates, and a weekly newsletter.
- UAT testing for enhancements, changes, and upgrades
- Lead and participated in division conference calls for troubleshooting.
- In-class training of Level 3 support team for new releases.

WEIPER RECRUITING (CONTRACT POSITION) – Cincinnati, OH

June 2009 to December 2009

Sub-contracted to The Kroger Co.

LEVEL 3 SUPPORT

Supported EasyFill PRN by providing functional support for third level problems, utilizing existing resolution procedures and documents. Handled an average of 40 - 60 calls per day.

MANPOWER PROFESSIONAL (CONTRACT POSITION) – Cincinnati, OH

January 2008 to June 2009

Sub-contracted to IBM

LEVEL 3 SUPPORT

Classroom trainer for the Continuous Replenishment Program, and provided support for the application. Participated in new release testing and training document creation.

ETTAIN GROUP (CONTRACT POSITION) – Columbia, SC

June 2007 - December 2007

Sub-contracted to Blue Cross Blue Shield of South Carolina

DESKTOP TECHNICAL SUPPORT

Supported the GPNET system for electronic data interchange (EDI) of Medicare claims and billing. Handled an average of 70 calls per day, with a target first call resolution of 55%.

EDUCATION

University of Dayton - Electronic Engineering Technology / Secondary Education
Sinclair Community College (Dayton, OH) – Electronic and Computer Engineering Technology
Vanderbilt University – Trilogy Fullstack Coding Bootcamp (Anticipated graduation date of August 2020)