

ROBERT SMITH

Change Management Specialist

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SUMMARY

Hardworking, organized, Change Management Specialist professional with a proven background delivering sensible business technology solutions on time and under budget while working as a team member or team leader.

CORE COMPETENCIES

ITIL Foundations Certification, Communication Skills, Coordinating Skills.

PROFESSIONAL EXPERIENCE

Change Management Specialist

ABC Corporation - September 2011 – 2012

Key Deliverables:

- Successfully managed the Change Management lifecycle for all incoming production change requests.
- Utilize ServiceNow to manage the Change Advisory Board (CAB), Forward Schedule of Change (FSC), and Post Implementation Review (PIR) process.
- Coordinated change implementations with cross functional teams to ensure proper integration with other ITIL processes, including Configuration, Incident, and Problem Management.
- Received the HFHS Team Member Standards of Excellence Award for being a positive, responsive employee.
- Received and reviewed RFCs (Request for Change), change tasks, approvals, and escalate when necessary to ensure process compliance.
- Developed training documentation for the delivery team & perform training sessions.
- Chaired CAB meeting and responsible for the creation, distribution & minutes of CAB, PIR & FSC reports.

Change Management Specialist

Delta Corporation - 2009 – 2011

Key Deliverables:

- Managed change impact on IT projects affecting business users and store employees.
- Developed relationships and collaborated with Key Business Stakeholders to identify impact of change in implementing new technology for their .
- Developed and executed tools, workshops, change sessions and presentations to communicate and prepare employees for new technology and functionality.
- Change Management Specialist Responsibilities included managing and executing the Change Management process, facilitating the Change Advisory Board (.
- Change Management/CAB Processed Change Requests (CRQ) within BMC Remedy 7.5, including accepting each CRQ, performing preliminary impact analysis.
- Consulted with vendors to expedite faulty system repairs.

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- Drove successful energy-saving efforts through strategic generator downtime.

EDUCATION

- Bachelor Of Business Administration