

ROBERT SMITH

Associate Director of Professional Services

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

SUMMARY

A seasoned professional with over 10+ years of experience in bringing value to organizations by selling, designing, building, testing, implementing, supporting and providing project management for solutions to analyze and improve financial performance in various areas.

CORE COMPETENCIES

Integration, Cross-Functional Team Leadership, Program Management, Leadership, Process Improvement, Project Management, Team Leader, Unix Administration, Windows, Organizational Development, Network Administration, Systems Integration, P&L Responsibility, Vendor Management, TCP/IP, Career Development, Professional Development, IT Management, Staff Development, Business Process Improvement, Portfolio Management, Strategic Planning

PROFESSIONAL EXPERIENCE

Associate Director of Professional Services

Evolver, Inc - April 2010 – Present

Key Deliverables:

- Performed cybersecurity reviews of Bon Secours PII data as well as analytics of corporate social media accounts and content.
- Reviewed potential insider threats, reviewed external phishing scenarios.
- Provided summary executive briefings at the director/VP level. Owned all customer-facing activities.
- Re-wrote all dodge and cox IT policies with regards to NIST standards.
- Re-wrote dodge and cox disaster recovery and business continuity plans.
- Led the program to overhaul the corporate intranet and dealer extranet. (Client-Volkswagen group of America, Volkswagen of America, Audi of America)
- Led the team that built the Audi care management system, Audis proprietary software system to manage the sale and tracking of vehicle maintenance contracts. Used in every Audi dealership in America.

Director Of Professional Services I

Amber Road - August 2008 – March 2010

Key Deliverables:

- Led requirements gathering sessions in groups of 10 people, oversaw the inventory, prioritization, and rating of all requirements.
- Monitored and reported project financials both internally for company president and for executive sponsors at Walmart.

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- Coordinated product development and implementation efforts of 30 functional and technical consultants across Walmarts customer site, MDIS Rockville office, and MDIS Bangalore India office.
- Single point of contact for all of Amber road and Walmart executive management (c-level).
- Responsible for establishing staffing, procedures, policies, and plans for NOC/SOC managed services offering.
- Responsible for the team that procured, configured and implemented service now.
- Maintain a healthy team culture, proactively identifying and resolving issues and conflicts.

EDUCATION

B.A. in BUSINESS ADMINISTRATION - May 1995(UNIVERSITY OF NOTRE DAME)

