

ROBERT SMITH

Implementation Manager

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

SUMMARY

High-energy Project Lead successful in building and motivating dynamic teams. Cultivates a company culture in which staff members feel comfortable voicing questions and concerns, as well as contributing new ideas that drive company growth.

CORE COMPETENCIES

Project Management, General Ledger balancing, Cash handling, PC, FAX, multi-line phone systems, Microsoft office.

PROFESSIONAL EXPERIENCE

Implementation Manager

Amatel Inc - March 2013 – 2019

Key Deliverables:

- Supervises Field Engineers working on various LTE and WCDMA projects.
- Provides technical support and assistance to Field Engineers.
- Prepares internal daily schedules and provides updates to Project Manager.
- Monitors project progress and provides timely updates to customer.
- Coordinates civil/construction issues to Turf Vendor.
- Attends daily meetings and handles customer relations.
- Prepares Change Orders and updates daily trackers.

Implementation Manager

Language Services Associates - 2008 – 2013

Key Deliverables:

- First point of contact for new clients.
- Collaborate with sales person to initially determine the needs of the client.
- On-board and fully implement new clients.
- Determine their needs and set up their account appropriately.
- Conduct user training for new clients, and new staff.
- Pilot Set-Up and Management - Assisting Sales with transitions - Entering and monitoring the life cycle of account requests to ensure updates and changes have been appropriately made.
- Program and distribute equipment to new and current clients - Distributing educational materials (DRCs, OMP, Please Point, ITRAC Guides) - Providing on-site evaluations for new and current clients - Providing on-site training for new and current clients.

EDUCATION

ROBERT SMITH

Implementation Manager

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

- Bachelor in Physical Education and Human Kinetics - (Polytechnic University of the Philippines - Manila)