Software Implementation Consultant

ROBERT SMITH

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Objective

A distinguished Software Implementation Consultant with more than 15 years of knowledge and leadership experience. I have a proven track record of bringing teams together to meet a common goal and building strong client relationships. Very familiar with mentoring business processes, audit methodology, SDLC, RACI and ERP implementation methodology.

Skills

Project Management, Technical Implementations.

Work Experience

Software Implementation Consultant

ABC Corporation - August 2000 – August 2002

- Assisted Sales team in demonstration of software to prospective clients.
- Analyzed client product offerings and current state business process, and build into MetaSolv Software.
- Assisted client with analysisdocumentation of business process changes due to software installation.
- Worked with group managers to identify changes to the current business processes.
- Trained DBA (Database Administrator) on loading of LERG, Metasolv Infrastructure, and Securities functionality.
- Participated in the integration and migration of multiple systems to Metasolv software.
- Assisted in the creation of migration rules from 4 legacy databases into Metasolv.

Software Implementation Consultant

Delta Corporation - 1999 – 2000

- Maximized operational efficiency on software roll-out and customer service in the Mexican market by coaching staff to apply the companys policies .
- Provided technical assistance for customers by phone, email and remote access - Managed service pool and request for technical support assistance - .
- Installed and configured software to customers.
- Trained users in the proper use of software.
- Made recommendations and developed technical design for new application features.
- Shared the best practices on how to use the software to improve customers processes.
- Improved collaborations between Product Definition and Manufacturing mentoring technical staff with Visualization Mockup eliminating all downstream .

Education

Bachelor Of Arts

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