

ROBERT SMITH

Software Implementation Specialist

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Software Implementation Specialist with 19 years of experience and demonstrated success as a systems analyst in designing, creating, implementing and managing system solutions from conception to implementation. Special expertise in problem solving, workflow systems analysis, procedures redesign and user training.

EXPERIENCE

Software Implementation Specialist

ABC Corporation - JUNE 1996 - DECEMBER 2022

- Implemented custom ERP software solutions for various manufacturing companies across the Southeast.
- Consulted with customers to determine and review software needs, system functional specifications, and obtained customer approvals prior to system installation.
- Documented and prepared training outlines based on customer specifications and established standards Provided live support at customer sites on and after the system live date as required by the customer to ensure a smooth opening or transition to their new system and minimize post-installation support requirements.
- Conducted end-user training to ensure a smooth installation process.
- Followed up on post-installation and maintained customer relationships, which led to further service and sales.
- Traveled extensively working with many different customers installing new systems and helping them improve their business processes.
- Gained valuable knowledge of multiple business areas, including manufacturing, distribution, inventory, customer service, personnel, and accounting.

Software Implementation Specialist

Delta Corporation - 1994 - 1996

- Assist with full circle payroll processing, multiple pay frequency, multi-state payroll clients, new hire entry, .
- Additional Information.
- Assist experienced representatives with customer software set up and implementation Visit automotive dealerships and customize their software system .
- Travel around US training and installing database/inventory software for warehouses and beer companies; Tailor software to needs of client; Customer .
- Lead Implementation Specialist for Apricot for Funders customers Conduct strategic analysis of customer data tracking and reporting needs Develop .

- Conduct gap analysis for customers in order to provide solutions on streamlining 3PL Workflow.
- Gather business requirements from Subject Matter Experts to configure the WMS software Provide On-Site and Web based Corporate Training to CSRs and .

EDUCATION

- Master's

SKILLS

Installation Skills, MS Office.