

First Last

Senior Change Manager

Senior Change Manager with three years of experience enabling the awareness and adoption of new processes and technologies, by encouraging strong leadership positioning, and developing effective interventions to reduce business disruption. Designed a deployment strategy and all support materials for the successful rollout of a key performance indicator dashboard used daily by over 5000 employees.

WORK EXPERIENCE

Senior Change Manager

November 2015 – Present

Resume Worded, New York, NY

- Enhanced the quarterly bonus program which resulted in raising the overall quality of new associate hires to greater than 89%
- Approved and implemented the final design for an operations conversion to Salesforce for payroll case management supporting 15,000+ employees
- Coordinated an annual financial planning cycle across 12 divisions to meet the organisation's business and technology objectives.
- Trained, and coached 20 audit support project leads towards a greater degree of efficiency in their specific disciplines.

Change Manager - Operations

June 2013 – October 2015

Growthsj, San Francisco, CA

- Developed, maintained, and categorized all online project documentation for a \$4M project.
- Collaborated on 35+ pilot product implementations for the roll-out of new consumer products.
- Presented process-specific training workshops for 40+ new Salesforce users.
- Designed an organizational readiness program for a key technology replacement that impacted 700+ clients and staff.
- Led change management planning for business environment changes that impacted 1000+ employees (including senior managers).

Product Change Manager

August 2010 – January 2013

Resume Worded's Exciting Company, New York, NY

- Managed six technical support analysts and six drafters to implement rapid product change (including the delegation and follow-up of tasks to ensure consistent output in the given timeframe).
- Maintained 50+ new and ongoing service and change requests required by the organization in line with best practice.
- Defined the strategy, deployment tactics, and sustainment plan that increased the usage of internal self-service channels by 30% and reduced call volumes by 15%.
- Engaged directly with external clients on a daily basis to resolve data errors using SQL against client-specific tables.
- Maintained contact with 25+ third-party vendors and partner companies to develop new and existing technology and statements of work to present to customers.

CONTACT

- Denver, OH (Open to Remote)
- +1-234-456-789
- email@resumeworded.com
- linkedin.com/in/username
- github.com/resumeworded

SKILLS

Techniques:

- Business Transformation
- Strategic Planning
- Lean Six Sigma
- Stakeholder Management
- Program Management
- Financial Services
- Business Readiness
- Business Analysis
- Business Process Improvement
- Project Planning

Tools and Frameworks:

- Salesforce
- SharePoint enterprise
- Whatfix
- StarTeam by MicroFocus
- Freshservice
- PRINCE2

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EDUCATION

Resume Worded University

Master of Philosophy
Major in Corporate Strategy
Minor in Design Thinking
Boston, MA – May 2019

Awards: Resume Worded Teaching Fellow (only 5 awarded to class), Dean's List 2016 (Top 5%)

OTHER

- Strategic Thinking and Execution for Growth course (2022)
- Received the Young Entrepreneur of the Year Award (2021).