

(Candidate Name Here)

Change Management Practitioner

PROFESSIONAL SUMMARY

This candidate is an Organizational Change Management Practitioner with over 15 years continuous industry experience along with previous pharmaceutical experience as a Change Management Consultant(2014,15-17). A highly versatile and seasoned CMP, his experience spans Pharmaceutical, IT, Healthcare, Manufacturing, Insurance, and Government industries.

- A Microsoft Office Master Trainer, PMI and ProSci/ADKAR certified, he possesses training certifications in a wide array of software and hardware packages as well
- Prosci/ADKAR, ITIL Foundations certified and Master Trainer for ITSM and ServiceNow and is system administration certified in the ServiceNow platform as well as a certified Admin/Author of uPerform, SAP EnableNow
- SAP (and other) training management, development and delivery methodology training and certification from world-class professional services organizations such as PricewaterhouseCoopers, IBM, Microsoft and SAP

AREAS OF EXPERTISE

Organizational Change Management (OCM)	Prosci/ADKAR Methodology	MS Office Master Trainer
Project Management	ProSci Certified	SAP & S/4 HANA
Customer Relationship Management (CRM)	ITIL/ServiceNow/ITSM	Instructional Design
Training Management & Development	Business Analysis	Financial Management

PROFESSIONAL EXPERIENCE

Private Client

AUG 2022 – NOV 2023

SAP OCM & Training Lead

- Applied Prosci/ADKAR stakeholder analysis, current and future state alignment, gap analysis and impact analysis strategies
- Logistics, Warehouse & Inventory Management, Procurement, Mfg & Quality, Planning & Scheduling, Finance, Plant Maintenance, Customer Service S&OP, SAP Business Network, SuccessFactors
- Training and OCM management, development and facilitation for US-based manufacturing
- Training and OCM strategy design and implementation. Communications and End User training procedures
- Process development and alignment – SAP PP, MM, SD, P2P IM/WM, QM, PM, P2M
- Created mitigation strategies for change resistance and authored applicable communications and training plans
- Formulated and led Change Champion/Change Agent network of SuperUsers for testing, training, support and communication of change/mitigation of change resistance

(Candidate Name Here)

Change Management Practitioner

Private Client

AUG 2022 – PRESENT

IBP OCM & Training

- SAP Ariba Manufacturing Planning, Demand Planning and Supply Chain Planning training development, narration of SAP Ariba training via SAP EnableNow

Private Client

MAR 2022 – JUL 2022

Lead OCM Consultant

- Applied Prosci/ADKAR stakeholder analysis, current and future state alignment, gap analysis and impact analysis strategies
- SAP Organizational Change Management and Training – ECC/S/4 Hana/SAP Ariba Business Network
- OCM strategy, communications planning, stakeholder and change impact/readiness consulting, Training development
- Facilitation for SAP Ariba business network supply chain collaboration. Process development, change champion organization and implementation
- Created mitigation strategies for change resistance
- Authored applicable communications and training plans
- Formulated and led Change Champion/Change Agent network of SuperUsers for testing, training, support and communication of change/mitigation of change resistance

Private Client

AUG 2020 – JAN 2022

OCM & Training Leads

- Applied Prosci/ADKAR stakeholder analysis, current and future state alignment, gap analysis and impact analysis strategies
- SAP Organizational Change Management and Training, Digital CRM, Logistics and other modules - OCM Development and Facilitation – R/3, S/4 HANA; OCM Digital Adoption – Product Interface to SAP, Salesforce Lightning
- Created mitigation strategies for change resistance and authored applicable communications and training plans. Formulated and led Change Champion/Change Agent network of SuperUsers for testing, training, support and communication of change/mitigation of change resistance

Private Client

SEP 2019 – JUL 2020

Lead OCM & Training Consultant

- Applied Prosci/ADKAR stakeholder analysis, current and future state alignment, gap analysis and impact analysis strategies
- SAP Organizational Change Management and Training, Instructional Design and Communications – SAP B1, SAP S/4 HANA – BI/BW (BOBJ, Business Objects), SD, SCM, MM, FI/CO, PM, SRM, OTC, P2P, Solman, Data Analytics/Data Conversion
- Performed stakeholder analysis, change readiness, document current and to be processes and communications

(Candidate Name Here)

Change Management Practitioner

- Training development and delivery for SAP B1, BOBJ, Business Objects and S/4 HANA implementation of OTC, P2P, SD, SCM, MM, FI/CO, PM, SRM, SuccessFactors, Master Data, Inventory and Warehousing
- Created mitigation strategies for change resistance and authored applicable communications and training plans
- Formulated and led Change Champion/Change Agent network of SuperUsers for testing, training, support and communication of change/mitigation of change resistance

Private Client

JAN 2019 – OCT 2019

Lead OCM & Training Consultant

- Applied Prosci/ADKAR stakeholder analysis, current and future state alignment, gap analysis and impact analysis strategies. Created mitigation strategies for change resistance and authored applicable communications and training plans
- Organizational Change Management, Training, and Instructional Design for ServiceNow project.
- Performed stakeholder analysis, system analysis, training development and facilitation for various applications within ServiceNow
- Formulated and led Change Champion/Change Agent network of SuperUsers for testing, training, support and communication of change/mitigation of change resistance

Private Client

AUG 2018 – JAN 2019

Lead OCM & Training Consultant

- Applied Prosci/ADKAR stakeholder analysis, current and future state alignment, gap analysis and impact analysis strategies
- Organizational Change Management, SAP training development in uPerform – upgrade to SAP EnableNow
- Performing stakeholder analysis, change advisory board in SAP (S/4 HANA - Fiori) training development
- SAP SuccessFactors and SABA LMS and Salesforce.com consulting
- Created mitigation strategies for change resistance and authored applicable communications and training plans
- Formulated and led Change Champion/Change Agent network of SuperUsers for testing, training, support and communication of change/mitigation of change resistance

Private Client

MAR 2018 – JUL 2018

SAP Organizational Change Manager/Instructional Designer/Trainer

- Applied Prosci/ADKAR stakeholder analysis, current and future state alignment, gap analysis and impact analysis strategies
- SAP Change Management, Instructional Design and Training for company-wide implementation of SAP Solution Manager (S/4 HANA – Fiori) – SAP EnableNow development and Integration to ServiceNow Change Application
- Salesforce integration to case management

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Change Management Practitioner

- Created mitigation strategies for change resistance and authored applicable communications and training plans

Private Client

DEC 2017 – FEB 2018

Organizational Change Manager/SAP Instructional Designer/Trainer

- Statewide implementation of SAP OTC, BI/BW (BOBJ, Business Objects). P2P. MM, FI/CO, SRM, MDM, MRP, Logistics, PPS, Procurement

Private Client

OCT 2017 – DEC 2017

Organizational Change Manager/Business Analyst/Instructional Designer & Trainer

- Applied Prosci/ADKAR stakeholder analysis, current and future state alignment, gap analysis and impact analysis strategies
- ServiceNow PPS applications (Project, Resource and Reporting)
- Conducted needs analysis, system corrections, data analysis and staging for rollout of the PPS module in ServiceNow
- Created mitigation strategies for change resistance and authored applicable communications and training plans. Formulated and led Change Champion/Change Agent network of SuperUsers for testing, training, support and communication of change/mitigation of change resistance

Private Client

JAN 2017 – OCT 2017

Organizational Change Management/Training and Development

- ServiceNow (Navigation, Knowledge Management, Incident, Demand and Release, Major Incident, Service Request, Release/SLC/Change, Reporting, fulfillment, Metadata Owner and BI/BOBJ, Business Objects analyst, ITIL/ITOM)

Private Client

MAR 2016 – JAN 2017

Lead Organizational Change Management & Training Consultant

- Applied Prosci/ADKAR stakeholder analysis, current and future state alignment, gap analysis and impact analysis strategies
- SAP (S/4 HANA-Fiori) Supply Chain: Manufacturing, Engineering, Logistics, Data Analytics/Data Conversion, BI/BW (BOBJ, Business Objects) OTC. P2P, Customer Service, HR/HANA (time mgmt., PA, OM) and Warranty training project management, analysis (ADDIE), development and facilitation Manager
- SAP SuccessFactors/SAP EnableNow and SABA LMS consulting

Private Client

AUG 2015 – MAR 2016

Lead OCM & Training Consultant

- Applied Prosci/ADKAR stakeholder analysis, current and future state alignment, gap analysis and impact analysis strategies
- Training–ServiceNow (Navigation, Knowledge Management, Incident, Reporting, ITXpress, Request IT, Pathway, Fulfillment, Metadata Owner and BI/BW, Business Objects analyst, System Administration)

(Candidate Name Here)

Change Management Practitioner

- Training management, development, and facilitation for all ServiceNow applications
- Provided training management and communications development/OCM for management of global ServiceNow upgrade project.

Private Client

MAR 2015 – AUG 2015

Lead OCM & Training Consultant

- Applied Prosci/ADKAR stakeholder analysis, current and future state alignment, gap analysis and impact analysis strategies
- SAP SuccessFactors and SABA LMS consulting
- SAP (S/4 HANA/ECC) Training Project Manager, Instructional Designer, Trainer, Business Analyst, Change Management Consultant/Project Manager of SAP front line business units. SAP modules include Sales and Distribution, Logistics, OTC, P2P, FI/CO, BI/BW(BOBJ, Business Objects), MDM, MM, PP, QM, HR
- Created mitigation strategies for change resistance and authored applicable communications and training plans
- Formulated and led Change Champion/Change Agent network of SuperUsers for testing, training, support and communication of change/mitigation of change resistance

Private Client

OCT 2014 – FEB 2015

ITIL Change Management Project Manager

- Change management project manager for ITIL methodology and ServiceNow implementations
- Clients include: Nike, Home Depot and Grumman
- ServiceNow Change Management and Training

Private Client

APR 2014 – SEP 2014

Lead Training Consultant

- SAP Instructional Designer, Trainer, Business Analyst, Change Management Consultant of SRM, Solution Manager, Logistics, OTC, P2P. FI/CO, PP/PM, MRP, QM, SD, MM, MII, CAMS, SEM, HR, Salesforce. – SAP EnableNow training development

Private Client

SEP 2010 – MAR 2014

SAP Business Analyst, Organizational Change Management & Training Consultant/Project Manager

EDUCATION

Master of Education and Instructional Design
Major US University

Bachelor of Science in Mathematics, Minor in Philosophy
Major US University