



Noor Dominguez

Director of Change Management

CONTACT INFORMATION

 (812) 555-0132

 noor.dominguez@example.com

 Jasper, IN 12345

EDUCATION

- MBA in Management
Indiana University Bloomington
Bloomington, IN | 2012 – 2014
- BS in Organizational Leadership
Purdue University
West Lafayette, IN | 2008 – 2012

KEY SKILLS

- ADKAR Methodology
- ACMP Standard for Change Management
- Stakeholder Impact Assessment
- Tableau
- ServiceNow
- SharePoint
- Miro
- Change Governance Design
- ECR/ECO Process Management
- ISO 9001
- Post-Merger Integration Planning

ABOUT ME

Certified Change Management Professional with 12 years of experience spanning change analysis, senior management, and enterprise-level direction across manufacturing, consulting, and corporate environments. Reduced post-merger attrition by 41.5% across a 4,700-employee integration by designing a 90-day retention framework with role-specific communication cadences and manager coaching sessions. Leads change governance covering 7 divisions and 312 active change requests per quarter, with hands-on work in ServiceNow, Windchill, ADKAR Methodology, and the ACMP Standard for Change Management.

PROFESSIONAL EXPERIENCE

Director of Change Management | Patoka Valley Industries Group, Jasper, IN
2021 – Present

- Reduced post-merger attrition by 41.5% across a 4,700-employee integration by designing a 90-day retention framework with role-specific communication cadences and manager coaching sessions.
- Accelerated the ERP implementation timeline by 47 days by consolidating 3 parallel workstreams into a phased rollout governed by a single change calendar in ServiceNow.
- Shortened ECR/ECO cycle time by 13 days by standardizing review workflows in Windchill and removing 4 redundant approval steps across engineering and quality teams.
- Established an enterprise change governance model aligned with ACMP Standard for Change Management, covering 7 divisions and 312 active change requests per quarter.
- Accelerated the implementation timeline for a manufacturing-line consolidation by 58 days by conducting pre-change readiness assessments with 16 site leads and resolving 23 blockers before go-live.

Senior Change Management Manager | White River Prairie Solutions LLC, Bedford, IN
2017 – 2021

- Accelerated the implementation timeline for an ISO 9001 quality-system overhaul by 73 days by aligning 11 department leads on a shared ADKAR-based adoption plan.
- Reduced ECR/ECO cycle time from 28 days to 11 days for the product-engineering group by mapping bottlenecks in Miro and introducing parallel-review gates.
- Guided 2,140 employees through a corporate relocation and restructuring, delivering 38 targeted briefings to frontline supervisors over 5 months to maintain productivity during the transition.
- Accelerated the implementation timeline for a warehouse-management system rollout by 41 days by sequencing training across 3 shifts and pre-loading configuration data into ServiceNow 2 weeks before launch.

Change Management Analyst | Lost River Consulting Partners, Bloomington, IN
2014 – 2017

- Accelerated the implementation timeline for a CRM migration by 34 days by coordinating task dependencies across 5 functional teams and escalating blockers within 8 hours.
- Reduced ECR/ECO cycle time by 7 days for a 160-item product line by drafting standardized change-request templates adopted by 4 engineering managers.

- Compiled impact analyses for 6 organizational changes affecting 870 employees and delivered executive summary reports within 48 hours of each data-collection round.

CERTIFICATIONS

- Certified Change Management Professional, Association of Change Management Professionals, 2018