



Lionel Yang

Change Manager

Bringing 7 years of experience in change management, with a record of raising employee sentiment scores across multiple business units and guiding organizations through platform migrations, ERP transitions, and restructurings. Accelerated project delivery speed by 41.4% across 4 concurrent initiatives by redesigning approval workflows and aligning cross-functional teams to a single change calendar. Skilled in ADKAR Methodology, stakeholder analysis, Power BI, Miro, and ServiceNow.

CONTACT INFORMATION

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EDUCATION

BA in Communication
Western Illinois University, Macomb, IL
2015 - 2019

KEY SKILLS

- ADKAR Methodology
- Stakeholder Analysis
- Training Plan Design
- Power BI
- SharePoint
- Miro
- Change Impact Assessment
- Communication Strategy
- KPI Tracking
- ServiceNow

PROFESSIONAL EXPERIENCE

Change Manager | 2022 - Present

Spoon River Business Solutions, Galesburg, IL

- Accelerated project delivery speed by 41.4% across 4 concurrent initiatives by redesigning approval workflows and aligning cross-functional teams to a single change calendar.
- Transformed 5 business units during a supply-chain platform migration, supporting 2,300 employees through adoption with tailored communication and training plans.
- Raised employee sentiment scores from 51 to 73 points by conducting bi-weekly pulse surveys and adjusting messaging based on real-time feedback in Power BI dashboards.
- Coached 12 directors through a 6-month organizational restructuring, holding 36 one-on-one sessions to address leadership concerns and maintain project momentum.

Change Management Analyst | 2020 - 2022

Knox Prairie Technology Group, Peoria, IL

- Mapped 47 process dependencies in Miro for a finance-system replacement and resolved 9 bottlenecks before go-live, so the cutover held to its planned date.
- Transformed 3 business units with a combined 860 employees during an ERP transition, delivering role-specific training materials and tracking adoption through ServiceNow.
- Raised employee sentiment scores by 19 points in the operations division by launching a structured feedback loop that addressed the top 7 concerns within 10 business days each.

Change Coordinator | 2019 - 2020

Cedar Creek Workforce Partners LLC, Macomb, IL

- Supported the transformation of 3 regional departments by drafting 28 communication pieces and coordinating rollout schedules for 410 employees.
- Raised employee sentiment scores by 17 points across 2 pilot departments by collecting weekly survey data from 190 staff members and presenting action items to leadership within 48 hours.
- Compiled impact data from 9 focus groups and prepared summary reports within 36 hours, giving leadership a clear view of sentiment trends before each milestone.