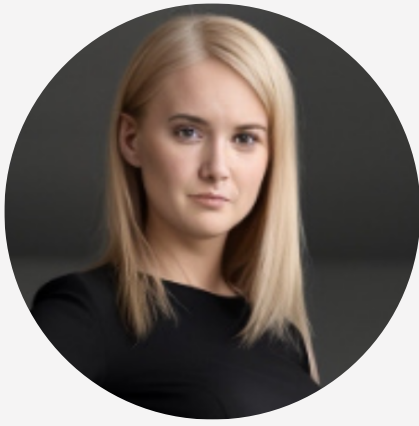




 (312) 555-7832

 emma.williams@gmail.com

 Chicago, IL

EDUCATION

Master of Business Administration (MBA)

University of Chicago, Graduated: May 2013

Bachelor of Science in Psychology

Northwestern University, Graduated: May 2009

Certifications

- **Certified ScrumMaster (CSM)**, July 2020
- **Change Management Foundation and Practitioner**, June 2019
- **Prosci Certified Change Practitioner**, March 2018

SKILLS

- Organizational Transformation Strategies
- Stakeholder Engagement and Communication
- Training and Development
- Employee Engagement and Adoption
- Change Impact Assessments
- Risk Management
- Project Management (Agile and Waterfall)

EMMA WILLIAMS

ORGANIZATIONAL CHANGE MANAGER

PROFESSIONAL SUMMARY

Experienced Organizational Change Manager with expertise in managing large-scale organizational transformations, including mergers, restructures, and process improvements. Skilled in stakeholder engagement, training, and driving adoption across all levels of the organization.

EXPERIENCE

- January 2021 - Now

Organizational Change Manager

TechSolutions / Chicago, IL

- Lead change management strategies for a \$500M digital transformation project, ensuring smooth transitions and full adoption across 5 departments.
- Develop and implement communication plans that increase employee engagement and mitigate resistance during transitions.
- Coordinate and facilitate training sessions for leadership teams to help manage change effectively.
- Monitor and measure change impact through feedback surveys, tracking KPIs, and adjusting strategies accordingly.

- June 2017 - December 2020

Change Management Consultant

Freelance / Chicago, IL

- Provided expert guidance to mid-size organizations on how to manage corporate restructuring, digital transformation, and process redesigns.
- Developed customized change management strategies for clients across the healthcare and financial sectors.
- Supported leadership teams in managing resistance to change, fostering a culture of innovation.

- March 2014 - May 2017

Change Management Specialist

Global Consulting Group / Chicago, IL

- Managed and executed change management strategies for a wide range of clients in the retail and logistics industries.
- Collaborated with HR and IT departments to ensure change initiatives were aligned with company goals and strategic objectives.
- Led employee engagement campaigns, improving overall change adoption rates by 30%.