

Kimberly Tran

CHANGE MANAGER

San Diego, CA (619) 555-0149 kimberly.tran@email.com linkedin.com/in/kimberlytran

SUMMARY

Change manager with 9 years in organizational change management for utility, health care and public sector programs, certified in Prosci and CCMP. Plans change for ERP, Agile and reorganization programs, leads facilitation of leader sessions, and measures adoption so projects deliver the benefits in their business cases.

SKILLS

Other Skills: Change Management, Organizational Change Management, Project Management, Facilitation, Agile, Change Impact Assessments, Microsoft Office Suite, Microsoft Teams, Outlook, Communication Skills

EXPERIENCE

Change Manager 03/2022 - Present
Coastal Sun Energy San Diego, CA

Lead change management for enterprise programs at a regional electric and gas utility with 4,500 employees.

- Lead change management for 3 enterprise programs, including an ERP rollout to 4,500 employees and 800 field crew members.
- Facilitate 25 leader alignment and sponsor coaching sessions a quarter so executives can explain each change themselves.
- Build change impact assessments and readiness surveys for 60 teams; ERP adoption reached 94% within 90 days of go-live.
- Partner with Agile delivery teams to plan communications for each 2-week release through Microsoft Teams and Outlook.

Organizational Change Consultant 06/2019 - 02/2022
Mission Bay Consulting Group San Diego, CA

Change and project management consulting for health care and public sector clients.

- Designed change plans for 7 client projects, from a county permit system to a hospital merger of 2 workforces.
- Ran project management for change workstreams with budgets up to \$1.1M and teams of 4 consultants.
- Trained 30 client managers as change champions and gave them Microsoft Office Suite toolkits for their own teams.
- Measured adoption with surveys and system data, reporting results to 5 client steering committees each month.

Internal Communications Specialist 08/2017 - 05/2019
Sorrento Valley Health Network San Diego, CA

Employee communications for a 3,000-employee health network.

- Wrote 200+ employee news stories, leader talking points and intranet updates for 3,000 staff.
- Coordinated communications for an electronic health record go-live, including 40 town halls.
- Edited a monthly leader newsletter read by 250 managers, holding a 70% open rate.

EDUCATION

Bachelor of Arts 05/2017
San Diego State University San Diego, CA
Psychology

CERTIFICATES

Prosci Certified Change Practitioner 10/2019
Prosci

Certified Change Management Professional (CCMP) 04/2021
Association of Change Management Professionals