

Mr. Ronald M. Allen  
1 Drexel Street  
Browns Mills, NJ 08015

Re: Project & Change Management Consultant opportunities

To Whom It May Concern,

Fostering relationships among diverse groups is a key strength that as a project manager, I have developed from my 20+ years working on a variety of projects. My last 10 years has been spent cultivating partnerships in delivering programs with Private and Corporate interests, State, County and local agencies supporting the interest of diverse communities around a multitude of IT related, Employee based and Operational efficacies. I deliver improved employee engagement supporting client/customer needs in line with the statement of work on the project level, and scope of work detailing what is necessary for a successful implementation and outcome on a given product, service or benefit.

Value delivered for client projects:

- Attained 103% ROI for sales and operations in customer service, RMH Tele-Services, Ardmore, PA.
- Attained a 9% increase in customer retention through effective account review and analysis.
- Serviced the Integration and Conversion of IT systems for all lines of business across the enterprise during the merger of *Morgan Stanley and Smith Barney over 3 years.*
- Achieved a 65% increase in employee retention as a direct result of coaching of 105+ associates, 9 Licensed agents, 8 supervisors and 3 account managers over 2 years with Aegon, Inc.
- Delivered 24 Certified Trainees on the Boeing/AIS on-the-Job-training customer service protocol.
- Developed new business with health care providers utilizing Reverse Mortgage program. Five (5) long-term care centers signed up clients to use this program, Wells Fargo, Princeton, NJ
- Referred by N.J. Senator to Department of Community Affairs to conduct business development and community outreach for non-profit housing providers for Home and 203K Loan Programs.
- Sat on evaluation board for proposal selection for Home Ownership Funding through State of New Jersey Faith Based Funding resulting in 24 programs being approved.

What knowledge I bring to such an opportunity:

- a. I am a Business Partner with Ken Blanchard menu of programs made up of Situational Leadership, Coaching and Employee Engagement.
- b. I am currently studying with RobbinsMadanes, **Strategic Interventions** used when working with individuals and diverse groups.
- c. I am very familiar with Prosci's **Change Management** methodology, a global leader in this discipline.
- d. I am also well acquainted with and The Shelling Point's **Alignment Optimization** process. A SaaS system that addressee enterprise wide change initiatives used to achieve more alignment with a given body of stakeholders.

**Sample projects I have worked on in delivering desired outcomes.**

1. **Currently teaching classes in Project Management for practitioners seeking PMP certification.**  
Requested to also teach **Agile Principles and SCRUM methodology** to a diverse group of employees from multiple departments in identifying how they would use these tools to improve performance with that of the 47 Processes of Project Management work flows. As a PM certification instructor, I have managed to engage diverse practitioners from unrelated industries to work together. See article:  
<https://www.linkedin.com/pulse/inspiring-project-managers-ronald-m-allen>

**2. Building strong relationships with area businesses, industry and government agencies and councils.**

As a Partnership Development Officer with McKinsey & Co supporting their statewide youth job creation and placement initiative, I created strategic partnerships with local, statewide and government agencies that engaged and hired students who entered into the program. LinkedIn profile: <https://www.linkedin.com/in/ronaldmallen/>

**3. Presented the Shelling Point SaaS Alignment Optimization project implementation tool.**

Emphasize was placed on the GUBA, Actions and In-Actions of how we make decision that impact a change initiative and the various stakeholders interest in achieving a higher level of corporate objectives and strategy. Sample summary attached.

**4. Working with Delaware Technical Community College.**

Currently asked to be an adjunct faculty teacher in the areas of Leadership, using the Situational Leadership model. Customer Service supporting Employee Development utilizing Strategic Interventions as the bases of engagement with an experiential approach.

**5. Supervisory experience.**

With 20+ years in operations, managing, training and supervising teams of employees in various projects and companywide initiative. I use Situational Leadership in achieving my project goals and stakeholder interest. Please see two Senate Citations LINKED [A](#) and [B](#) for work supporting the communities' I served.

**6. Meeting and exceeding performance outcomes supported by data.**

Developed, scheduled and put in place the required resources to facilitate a series of events supporting thre small business and educational community programming needs. Sample attendee feedback evidencing value received.

<https://www.dropbox.com/sh/zooz43tl86aqa93/AAAwN8bRNBpL39cAx903spRQa?dl=0>

**7. Establish a number of small business work learning programs.**

I created three programs at Rowan University for their tenants in the business incubator center. [Recommendation letter](#) from Barbara Witkowski, Director of Business Services, attached.

**8. Created and developed online course entitled Mapping Your Mind 4 Success.**

<https://www.udemy.com/success-its-all-in-your-mind/learn/v4/overview>

I look forward to sharing a more in depth discussion in identifying how a mutual working relationship can be established. Please feel free to reach me on my cell number below.

Ronald M. Allen

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## RESUME:

RONALD M. ALLEN

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CHANGE MANAGEMENT • PROJECT MANAGEMENT • PM TRAINER/COACH

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I have always enjoyed working with people to acquire the necessary outcomes on a given project. Identifying stakeholder needs, establishing the project charter that guides the successful implementation of a companywide application deployment, challenges me to learn from others while validating my skills in the field. The fundamental elements of such projects are human interaction and the key components of project management managed in such a way to bring about a successful conclusion. I deliver a balance perspective and willingness to adapt and learn as required.

### **Value delivered for client projects:**

- Attained 103% ROI for sales and operations in customer service, RMH Tele-Services, Ardmore, PA.
- Attained a 25% increase in customer retention through effective account review and analysis.
- Serviced the Integration and Conversion of IT systems for all lines of business across the enterprise during the merger of *Morgan Stanley and Smith Barney over 3 years.*
- Achieved a 65% increase in employee retention as a direct result of coaching of 105+ associates, 9 Licensed agents, 8 supervisors and 3 account managers over 2 years with Aegon, Inc.
- Delivered 24 Certified Trainees on the (LINK) [Boeing/AIS OnJobTraining](#) customer service protocol.
- Developed new business with health care providers utilizing Reverse Mortgage program. Five (5) long-term care centers signed up clients to use this program, Wells Fargo, Princeton, NJ
- Referred by N.J. Senator to Department of Community Affairs to conduct business development and community outreach for non-profit housing providers for Home and 203K Loan Programs.

### **Managing Change, LLC, Pemberton, NJ – Owner/Business Consultant.** 2007 - Present

- I began this company to address the workforce development needs by applying strategic interventions and situational leadership skills. Attendee feedback evidencing value received.  
(LINK) <https://www.dropbox.com/sh/zooz43tl86aqa93/AAAwN8bRNBpL39cAx903spRQa?dl=0>.
- I worked on the acquisition of Fleet Bank by Bank of America, an 8Bil company at the time. I conducted workflow studies and business needs analysis in identifying cultural opportunities to support and increase business services in a diverse market made up of entrepreneurs and consumer needs.
- The Empowerment Summit that I consulted on was a three-year NJ statewide initiative seeking to develop new opportunities in Housing and Economic Development, Healthcare, Arts and Culture, Tool & Manufacturing and Civic engagement.
- I am providing business consulting, student enrichment and custom programs for Delaware Technical Community Colleges four campuses. Most recently held a two-day workshop for Delaware Electric, Co-Operative Customer Service Call Center employees to help improve performance in Georgetown, DE and conducted an experiential orientation to new job opportunities for students in Wilmington, DE.
- A contract I held with The Training Associates out of MA, was the acquisition of Radio Shack by Sprint. My charge was in providing customized and proprietary training. I facilitated the new hires through the executive level employee. Specific skills development was on their Sales Process, Customer Retention and New Business Development across all business lines.
- I was asked by the business incubators director of programs at Rowan College at Burlington County to develop and facilitate workshops that supported their business tenants needs. I delivered, Succession

Planning as a Relationship Builder and Crowd Funding an Alternative to Traditional Lending.

Recommendation letter LINK: [Ms. Barbara Witkowski, Director of Business Services.](#)

**Grey Campus, Inc, Dallas, Texas.** July 2016 – Present

- I was hired by Grey Campus Inc, an online provider of professional certifications in Quality Management, Project Management and Big Data educational programs via online, classroom and e-learning courses.
- I developed an experiential approach to the PMI Certification course that allowed for the material to be the project for more engaging learning. LINK: [Inspiring Project Managers to be Project Managers](#)
- Requested to teach **Agile Principles and SCRUM methodology** to a diverse group of employees from multiple departments in identifying how they would use these tools to improve performance with that of the 47 Processes of Project Management work flows.

**McKinsey & Co., Social Initiative – Generation.** April 2016 - November 2016

- I was asked to be a [Partnership Development Officer](#) (Scroll down to recommendations) to identify and analyze suitable employee open positions and match the candidate's skills in our program with prospective business partner's needs.
- During my appointment, I created opportunities with the following companies, Wawa; AAA, Sheet Metal Workers Local Union 19, Bank of NY Mellon, Sheraton Hotels South.
- Cost savings and revenue generation were realized through the reduction in the up-front cost for the selection of candidates in initial vetting and screening while identifying the appropriate attitude, skills, and desire. In some cases it was estimated that a 23% savings was realized.

**Integrity Staffing Solutions-Amazon Fulfillment Center Robbinsville, NJ.** October 2015 – January 30 2016

- In furthering my people skills, I secured the assignment as a Quality Focus Coach. I supported employee job performance and programming of Robotics used in their automated inventory system. SWAT and ICQA and 5S for Safety compliance.

**Created my first online course.** November 2014 – October 2015

- Success: It's All In Your Mind. A compendium to my classroom course Mapping Your Mind 4 Success.  
LINK: <https://www.udemy.com/success-its-all-in-your-mind/learn/v4/overview>

**TTA – Hewlett Packard/Human Services, State of New Jersey.** October-December 2013

- As a project manager on this assignment, I worked with a team from three business units to deliver CURM, program management platform. This enabled the state agency to provide citizens with a single point of access to all social programs and services for which they are eligible. This holistic citizen-centric process improved the overall quality and efficiency of service to simplify business processes, manage multiple systems through central dashboard while entering updates, status reports and integrate new applications.

**Morgan Stanley, Smith Barney. (Merge)** January 2011-October 2013

- My work during the Conversion and Integration of these two global financial powerhouses permitted me to see inside the workings of how to establish a high net worth financial outreach campaign. From cold calling to completing the sale and establishing value of additional services through an effective customer experience. Lead Project Manager on 4 integration deploys for Smith Barney offices.
- I worked with external vendors creating new leads and referrals from existing clients for the management of expanding business opportunities utilizing IBM Cognos and Tivoli systems.

### **TrainingFolks/JPMorgan, Brooklyn, NY** October 2013 – December 2013

• As a project manager/trainer, I worked with operations personnel to identify client needs, multiple service lines and financial programs required to support the communities needs. I helped identify areas of concern relating to Title VII Office of the Comptroller of Currency Foreclosure Policy and Procedures and F5 business Conduct and Ethic.

### **PHH, Mount Laurel, NJ, Logos/Representative** March – June, 2010

- Provided workflow and monitoring support for Chain of Title. Agent compliance in mitigating risk.

### **Comcast, Voorhees, NJ, Business Customer Retention** January 2009 – March 2010

- Sustained excellence in retention with 107% and 98.33% levels of business customer service.

### **Wells Fargo, Hamilton, NJ, Business Development and Originations** May 2008 – November 2008

- Cultivated new business with healthcare providers in matching patient financial programs.

### **KYW 1060 New Radio, Philadelphia, PA, Account Development** April 2007 – May 2008

- Developed strategic business partnerships by building trust with each client account.

### **Technical Proficiencies:**

IBM Business Partner. Technology savvy and conversant with a range of technologies: iOS & Window platforms. IBM Tivoli and Cognos. Project Management Applications, Proprietary software. Microsoft , Constant Contact and SalesforceIQ – CRM platforms.

### **Professional Associations & Memberships**

Eastern Minority Supplier Development Council MBE Certified  
Delaware State Chamber of Commerce  
Project Management Institute/New Jersey Chapter - Mentor

### **Education & Certifications**

Prior Park College, Bath, England, 'O' Levels in Economics & Art (Equivalent to BS and BA,) 1974  
New Jersey Institute of Technology, (LINK) [IT Project Management Certification](#) (PMI), 2014  
North American Retail Hardware Association (NRHA) Training in Hardware Retailing, 2014

### **Professional Designations & Awards**

- Senate Citation (LINK) [Community Business Academy](#), Jersey City, NJ June 2014
- The Training Associates (LINK) [TTA Certified+ Professional](#) February 2014
- Tri-State HRMA/SHRM – Volunteer Mentoring Committee Fall 2012 - April 2014
- NJ Licensed Lender/Secondary Mortgage Loan Licensee March 2005 - June 2007
- Mortgage Bankers Correspondence & Secondary License, State of NJ November 2003 – 2005
- Burlington and (LINK) [Essex County Colleges](#), NJ, Adjunct Faculty Teacher December 1995 – 2002
- Senate Citation for Statewide (LINK) [Home Ownership Initiatives](#), Paterson, NJ September 1996