

Ronald M. Allen
Drexel Street, Browns Mills, NJ 08015
609-247-2799 ~ ronald@ManagingChange2.com

**BUSINESS DEVELOPMENT I ACCOUNT MANAGEMENT
DEVELOPING STRATEGIC RELATIONSHIPS TO ACHIEVE LONG-TERM CORPORATE GOALS**

For the past 6 years, I have been engaged in business development partnerships to support key metrics in achieving desired outcomes for various business lines. I provide strategic communications to engage customers in achieving corporate objectives and client levels of service.

- I attained a 103% ROI in delivering effective customer service, Comcast, (Documented).
- I achieved a 25% increase in customer retention through impact training.
- Project manager for Morgan Stanley and Smith Barney merge over 3 years.
- I achieved a 65% increase in employee retention as a direct result of daily coaching, Aegon.
- I delivered 24 Certified Trainees on the Boeing/AIS Newark, NJ OJT/Assessor 9/11.
- Developed new business for healthcare providers in marketing Reverse Mortgage Loan.
- Asked by N.J. Senate to Department of Community Affairs to conduct training of nonprofits.
- I sat on NJ State Faith Based evaluation board resulting in 24 programs being approved.

Managing Change, LLC, Pemberton, NJ – Owner/Business Consultant 2007 - Present
I help companies manage change thru strategic communications achieving their corporate strategy.

National Grid, Waltham, Massachusetts - Business Consultant
Facilitated engagement with their Contract Managers and Field Supervisors with their newly implemented Contract Management Process for Leveraged Contracts. 2 Cohorts/6 months

Grey Campus, Inc, Dallas, Texas Project Management and SCRUM July 2016 - Present
I am a facilitator providing PMP certification for company employees.

McKinsey & Co., Social Initiative - Generation April 2016 - November 2016
Partnership Development Officer. Created new relationships through strategic engagement by aligning compatible interest and needs. (Recommendation)

The Training Associates, Westborough, MA January 2015 - July 2015
I was contracted to Sprint on the acquisition of Radio Shack. I cultivated relationships to support the facilitation of new vendors, suppliers and new hires at various locations throughout the US.

Hewlett Packard and NJ State Welfare Department Support System/Project Facilitator.
Partnered on the implementation of the CURAM software platform. October - December 2013

Morgan Stanley, Smith Barney Project Manager/Contract Trainer. January 2011-October 2013
I delivered technology thru training/facilitation sessions to vendors & suppliers across all business lines implement enterprise-wide systems and legacy communication platforms.

JPMorgan, Brooklyn, NY, Business Development Trainer October 2010 – December 2013
I served as an escalation point for all functional areas and coordinated delivery of solutions.

PHH, Mount Laurel, NJ, Logos/Representative (March 2010 – June 2010)
Provided workflow and monitoring support for agent compliance in mitigating risk.

Comcast, Voorhees, NJ, Customer Retention (January 2009 – March 2010)
Sustained excellence in retention with 107% and 98.33% levels of performance in customer service.

Wells Fargo, Hamilton, NJ, Loan 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 and enhanced strategic business partnerships by engaging and building trust with each client account. Received client recommendations

Technical Proficiencies:

I am versed in a wide selection of software and hardware applications and systems

Professional Associations & Memberships

Project Management Professional - Mentor NJ Chapter
Toastmasters International

Education & Certifications

Prior Park College, Bath, England, 'O' Levels in Economics & Art Equivalent to BS and BA, respectively
North American Retail Hardware Association (NRHA) Training in Hardware Retailing, 2014
New Jersey Institute of Technology, IT Project Management Certification (PMI), 2014
Rising Tide Capital, Business Community Academy – Business Planning and Management, 2014

Professional Designations & Awards

- Senate Citation Community Business Academy, Jersey City, NJ June 2014
- The Training Associates 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 Essex County Colleges, NJ, Adjunct Faculty Teacher December 1995 - 2002
- Senate Citation for Statewide Home Ownership Initiatives, Paterson, NJ September 1996