

Jaquanda Marling

Change manager

Profile

Details

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A change manager with over 5 years of experience, I have a proven track record in successfully leading and managing organizational changes. I am an expert at developing strategies to manage resistance and ensure successful adoption of new processes or technologies. My skills include excellent project management, stakeholder engagement, communications and training. I have a strong understanding of how people react to change and what motivates them to embrace it, which allows me to effectively manage the human side of change.

Employment History

Change Manager at Coca-Cola, GA

Mar 2022 - Present

- Led a team of 5 change managers who successfully implemented 3 large-scale organizational changes, resulting in increased employee satisfaction by 15%.
- Successfully navigated 6 different organizations through times of significant change, averaging a successful implementation rate of 95%.
- Authored "The Change Manager's Playbook", which is now used as the standard training and reference guide for new change managers at XYZ Corporation.
- Trained over 100 individuals in best practices for leading organizational change.
- Managed the development and rollout of a new enterprise-wide Change Management Framework, which is now being used across all divisions of the company.

Change Manager II at Delta Air Lines, GA

Aug 2017 - Feb 2022

- Led a team of 4 change managers in developing and implementing a new organizational structure for a large company undergoing significant growth.
- Successfully implemented 2 major process improvements that resulted in increased efficiency and productivity by 15%.
- Managed the development and rollout of a new customer facing portal that received rave reviews from customers and employees alike.
- Worked with senior leadership to develop and implement an enterprise-wide strategy for managing change during periods of rapid growth. This strategy was successfully executed during 3 consecutive quarters of high growth.

Education

Bachelor of Science in Change Management at Georgia Institute of Technology

Sep 2013 - May 2017

I have learned how to effectively manage change within an organization.