
Knowledge Management Specialist Resume

Job Objective

Knowledge Management Specialist seeking position in which my training and experiences can help increase the client base and growth of the company.

Highlights of Qualifications:

- Highly experienced in knowledge management specialist role
 - Huge knowledge of optimizing Microsoft SharePoint
 - Deep knowledge of knowledge management tools
 - Familiarity with Network architecture and graphic design
 - Amazing ability to act as change agent
 - Outstanding ability to outline Standard Operating Procedures
 - Superior presentation and negotiation skills
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Professional Experience:

Knowledge Management Specialist
Williams Corporation, Queens, NY
May 2006 – Present

- Acted as primary contact for Midstream's Knowledge Management Program.
- Carried out in-depth studies of customer business.
- Aided discussions with all levels of business unit.
- Scrutinized knowledge management and headed Midstream teams.
- Outlined KM processes and technology.

Knowledge Management Specialist
Merkle Inc., Queens, NY
March 2003 – April 2006

- Conducted tier 1 troubleshooting tasks.
 - Maintained equipment and service calls.
 - Aided scheduled server tape backup tasks.
 - Managed server builds and imaging.
 - Executed file and system restores.
 - Coordinated with senior IT staff and customer.
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Education:

Bachelor's Degree in Business Administration
Samford University, Birmingham, AL

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