

Rebecca L. Shopland Roberts

Objective

To obtain a position where I can apply my current skills and experience while being challenged to expand that knowledge in a dynamic and supportive organization.

Summary of Experience

I have 10+ years in employment screening and have spent the majority of my tenure in business development and customer centric roles – focusing on new opportunities within existing customers through strategic account management support and business development initiatives for new customers. I am a strong project manager honing this skill in a variety of successful business initiatives including client implementations and outsourcing in a B2B service organization I am a results driven team player with focus on success.

Professional Experience

April 2013 – Present First Advantage St. Petersburg, FL

PROJECT MANAGER – Legacy Customer Migration

- \$20M project with over 3k customers to be migrated from various legacy platforms
- Responsible for project scope, goals, deliverables and timeline management
- Develop strong relationships with assigned project resources, track and monitor tasks and report delays or issues to senior management
- Determine product gaps and operational or technological solutions to ensure long-term customer satisfaction
- Coordinate vendors to ensure timely transfer of data
- Provide on-going status updates to leadership

January 2012 – April 2013 First Advantage St. Petersburg, FL

SALES SUPPORT MANAGER & SUBJECT MATTER EXPERT – Occupational Health Group

- Pre-Sales analysis and implementation support for 100+ person sales and account management organization
- Strategic business development with key customer focus (\$500k organic growth in 2012)
- Consultative best practice recommendations and program enhancements for new and existing customers
- Business development strategy; profitability analysis and operational design support resulting in outsource business model and stabilizing cost of goods sold to ensure business unit profitability
- Product planning; internal and external training; and execution of roll-outs – including Workplace Services, Employee Assistance Programs, Substance Abuse Professional and Back on Track programs
- Responsible for sales tools, collateral development and deployment of new product

June 2006 – Dec 2011

First Advantage

St. Petersburg, FL

PROJECT MANAGER – Enterprise Implementation Manager

- Definition of project scope, goals and deliverables
- Management of project budget and allocation of resources
- Communication with client and executive leadership regarding project support, milestones and challenges
- Coordination of vendor services
- Definition of project tasks and assign resources
- Plan and schedule project timeline and successful deployment of service including client kick-off and training

Jan 2003 – May 2006

First Advantage

St. Petersburg, FL

KEY ACCOUNT MANAGER

- Develop and maintain collaborative client relationships for assigned book of business (\$1m/annual revenue) through consistent meetings and business reviews
- Recommend program enhancements and new product opportunities
- Proactively monitor; perform root cause analysis of issues; problem solve to ensure program effectiveness and efficiency
- Coordinate with operations to ensure client satisfaction

Oct 2002 – Dec 2002

First Advantage

St. Petersburg, FL

Implementation Coordinator

- Communication with client and leadership regarding project support, milestones and challenges
- Small to medium size turn-key implementations
- Coordinate vendor services
- Plan and schedule project timeline and successful deployment of service

Education

BS, Information Systems Management 2002
Potomac College
Washington, DC

References available upon request