

Alan Chapman

Enterprise Implementation Consultant

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📍 Nashville, TN 37203

STRENGTHS

- 🗣 **Client Discovery**
Customer conversations became clearer after translating daily field workflows into documented requirements and practical decisions.
- 🛡 **Risk Ownership**
When dependencies surfaced, early documentation and solution paths helped delivery partners keep commitments visible.
- 🎓 **Training Delivery**
Role based sessions gave dispatch and office users confidence, with practical guidance that carried into launch.
- 📋 **Process Clarity**
Reusable templates and operating notes made complex implementation work easier for peers and customers to follow.
- 👥 **Cross Functional Delivery**
Data, product, training, and delivery partners stayed aligned through concise updates and steady follow through.

SKILLS

SaaS Implementation

Home Services

Client Management

Project Management Discovery

Scoping

Requirements Documentation

Software Configuration Testing

Client Training Risk Management

Cross Functional Delivery Excel

Smartsheet Change Adoption

SUMMARY

Enterprise implementation consultant with eight years of client facing SaaS delivery across **home services** and **field operations**. Leads concurrent programs from discovery and scoping through requirements documentation, **configuration**, testing, training, launch, and **project close**. Translates dispatch, scheduling, membership, invoicing, and operational workflows into practical platform designs that support customer goals and product best practices. Coordinates data, product, training, and delivery partners while tracking dependencies, escalating risks, and removing roadblocks before timelines suffer. Creates clear documentation, acceptance criteria, role based resources, and executive updates that keep decisions visible. Uses Excel and Smartsheet for organized planning and delivery insight. Brings calm structure to complex customer work and can help implementation teams deliver reliable adoption and lasting client value.

EXPERIENCE

Senior Implementation Consultant

HomeWorks Cloud Solutions 📅 March 2022 - Present 📍 Nashville, TN

Leads enterprise home services SaaS implementations across discovery, workflow design, configuration, testing, training, launch, and close. Owns client communication, **risk management**, documentation, delivery coordination, and knowledge transfer for complex programs.

- Mapped **dispatch** workflows into platform configurations, giving customer teams clearer operating decisions.
- Built **discovery** plans and acceptance criteria, helping stakeholders approve scope before **configuration** began.
- Tracked dependencies in Smartsheet, surfacing **implementation risks** early and protecting committed **launch** dates.
- Created role based training resources, helping field and office users adopt new workflows confidently.
- Coordinated data, product, training, and delivery partners, keeping decisions visible across concurrent programs.
- Shared implementation practices with peers, improving consistency across customer documentation and project execution.

Implementation Consultant

FieldBridge Applications 📅 January 2019 - February 2022 📍 Austin, TX

Managed multi client SaaS deployments for field operations, translating **business requirements** into configured workflows and coordinated delivery plans. Supported customer relationships, data coordination, training, testing, launch readiness, and post launch adoption.

- Led discovery sessions for **scheduling** and **invoicing** workflows, turning customer needs into actionable requirements.
- Configured SaaS workflows around operating practices, balancing client requests with repeatable platform standards.
- Used **Excel** trackers to organize testing evidence, open decisions, and launch readiness across accounts.
- Facilitated customer training sessions, giving dispatch and administrative teams practical guidance for daily use.
- Escalated delivery risks with solution options, helping project partners remove **roadblocks** before launch.
- Maintained implementation documentation, giving clients and internal teams a dependable reference after go live.

Associate Implementation Consultant

ServiceOps Technology Group 📅 June 2018 - December 2018 📍 Dallas, TX

Supported supervised **home services** software onboarding through requirements gathering, configuration validation, testing preparation, training assistance, and customer documentation. Contributed to organized delivery while building practical expertise in **SaaS implementation** and

LANGUAGES



MY CAREER



- Senior Implementation Consultant at HomeWorks Cloud Solutions (4.5 Years)
- Implementation Consultant at FieldBridge Applications (3.1 Years)
- Associate Implementation Consultant at ServiceOps Technology Group (6 Months)

field operations.

- Documented customer requirements during **discovery**, giving consultants a clearer foundation for **configuration** decisions.
- Validated scheduling configurations against agreed workflows, catching issues before customer testing sessions.
- Prepared training materials for office users, making new software steps easier to follow.
- Updated Excel implementation trackers, improving visibility into open tasks and customer decisions.
- Recorded testing feedback and dependencies, helping senior consultants coordinate timely resolution paths.
- Supported launch preparation through organized notes, status updates, and customer follow up.

PROJECTS

Home Services Workflow Standardization 📅 2024

Created a reusable approach for dispatch, scheduling, membership, and invoicing discovery. Clear templates helped teams compare customer needs with platform best practices, prepare acceptance criteria, and support smoother configuration conversations.

Remote Implementation Readiness Program 📅 2022

Structured remote launch preparation across testing, training, documentation, and risk review. The program gave delivery partners a shared view of decisions, dependencies, customer resources, and launch ownership.

LEADERSHIP & AWARDS

- Recognized by delivery leadership for dependable ownership across concurrent enterprise implementation programs.
- Selected as a peer resource for practical SaaS configuration guidance and customer training preparation.
- Earned team trust through clear documentation, early risk visibility, and consistent follow through.

EDUCATION

Bachelor's Degree in Management Information Systems

University of North Texas 🎓 GPA: 3.5 📅 2018 📍 Denton, TX

Coursework: SaaS implementation, project management, business analysis, information systems

CERTIFICATIONS

- Certified Associate in Project Management 📅 2020
- SaaS Implementation Foundations Certificate 📅 2024

TECHNICAL SKILLS

- **Implementation Delivery:** Discovery, Scoping, Configuration
- **Project Management:** Milestones, Dependencies, Launch Planning
- **Requirements Analysis:** Business Requirements, Acceptance Criteria, Workflow Mapping
- **Customer Training:** Role Based Training, Training Resources, Adoption Support
- **Risk Management:** Risk Identification, Risk Escalation, Roadblock Removal
- **Field Operations:** Dispatch, Scheduling, Membership
- **Financial Workflows:** Invoicing, Excel, Smartsheet
- **Quality Validation:** Testing, Configuration Validation, Launch Readiness
- **Documentation:** Requirements Documentation, Status Updates, Operating Practices
- **Stakeholder Coordination:** Data Teams, Product Teams, Delivery Leadership

PROFESSIONAL AFFILIATIONS

- Project Management Institute, member since 2020, connecting structured delivery practice with client outcomes.

- Association of Field Service Professionals, participant focused on home services operations and software adoption.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST