



4122 Dolphin Road
Louisville, KY 40220
www.practical-itsm.com
ASSESS. CONNECT. SUCCEED.

THE SED-IT TEAM

EXPERIENCED. COMMUNICATIVE. ENGAGED.

Jeanette Smith

Jeanette has over 18 years teaching and consulting experience with private and global organizations. Her experience as an instructor in the United States and Europe gives her a unique insight into cross-cultural implementation of processes and procedures.

As the world's economy becomes increasingly interdependent, Jeanette's understanding of cultural business practices will be paramount to your organizations' global efforts.

BUSINESS PHILOSOPHY

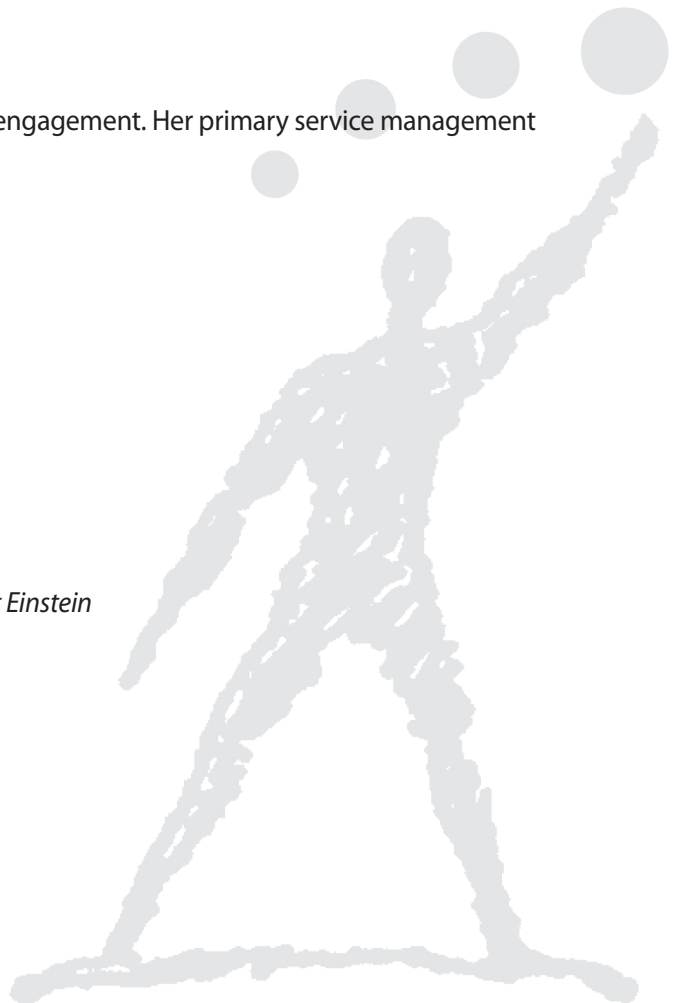
Measure twice, cut once.

KNOWLEDGE

Jeanette brings a wealth of knowledge to every engagement. Her primary service management focus areas are:

- IT Process Improvement
- Business Systems Cost Efficiency
- Process Implementation
- Skilled Educator and Trainer
- Team Coaching

The only source of knowledge is experience – Albert Einstein





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CREDENTIALS

ITIL® Expert (v3)

ITSM Manager Certificate (v2)

ITIL® Service Transition Intermediate Certificate (v3)

ITSM Practitioner Certificates (v2): Support & Restore, Plan & Improve, Agree & Define

EXIN ISO/IEC 20000 series (Professional: Manage & Improve, Support)

APMG/ISEB/EXIN Accredited ITSM/ITIL Instructor (Lead)

ISO/IEC 20000 Consultant Certificate

CONTACT

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