MELISSA LORENZO

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INFRASTRUCTURE ENGINEER

- 20+ years of experience working in the Financial Services Industry performing:
  - Lifecycle project management of LAN, WAN, and Virtual Network connectivity implementations.
  - Network equipment (routers, switches, multiplexers, etc.) upgrades, and site migrations.
  - Audit assessments and risk remediation of application performance access, permissions, and utilization.
  - Access Management administration through the use of Active Directory, and RSA Secure ID tools.
- Authorized to work in the US for any employer.

CERTIFICATIONS

- AWS Certified Solutions Architect – Associate   Exp.2023
- AWS Certified Cloud Practitioner   Exp.2023
- Microsoft Certified: Azure Fundamentals   No Exp.
- Certificate of Cloud Security Knowledge V4   No Exp.
- ITIL v3 Certification in IT Service Management   No Exp.

EDUCATION

Capella University, Minneapolis, Minnesota
- MBA: Information Technology Management
- BS: Information Technology / Network Technology

PROFESSIONAL EXPERIENCE

JPMORGAN CHASE, TAMPA, FLORIDA   4 yrs 11 mos

A global leader in financial services with 250,000+ employees, offering solutions for corporations, governments, and institutions in more than 100 countries.

Vice President, Incident Implementation Manager   03/2018 – 08/2019

Corporate wide downsizing initiative, provided opportunities for professional development and achievement of multiple cloud certifications. Left in good standing, and eligible for rehire.

Provided project leadership and global issue management oversight on high volume client implementations, consisting of:

- Strategic Alliance - Built partnerships and strong rapport between cross-segment stakeholders within the firm by leveraging collaboration. This action produced expedited resolutions of client financial impacts and it increased the culture of open communication, knowledge sharing, and fostering feedback across multiple teams.
- Root Cause Analysis (RCA) - Facilitated triage meetings to address client impacts this, in turn, decreased the time to administer remediation, execute preventive measures, and update detailed documentation of each phase.
- SQL Query Generation - Triaged client escalations by means of data extraction. This allowed to review and correct client account configurations, discrepancies in batch submissions, and duplicate transaction charges.
- Standard Operating Procedure (SOP) - Constructed department standard operating procedure documentation that improved daily processes and minimized demand hours when training new team members by 38 percent.

Key Achievement:
- SharePoint Platform - Voluntarily redesigned intranet websites to address the demand for a document repository, individual resource matrix, and ticketing system while aligning to record retention policies, which increased employee usage to over 80 percent.

Application Performance Infrastructure Engineer   10/2016 – 03/2018

Governed business policy compliance and delivered horizontal support, additionally:

- Risk Data Analytics - Conducted weekly risk data analytics for security projects, to adjust user accessibility within the division's identity and access management programs, in order to maintain compliance with yearly audit policies.
- Reporting - Presented updates of KPIs, RAG status, and metrics on the Monthly Business Report in PowerPoint to the department's executive director and other company functional leads.
- Risk and Control Self-Assessment (RCSA) - Performed impact data analysis on all applications for engineering and monitoring divisions. The assessment assisted in providing management the reasoning for enhancements on various application controls.
- Audit Action Plan - Trained Engineering divisions on audit action plans by aiding with translating the nature of the action findings, the importance of addressing the vulnerability, and preventative measures needed. This helped them meet their milestone dates.

Key Achievement:
- Demand Management - Administered capacity and demand management projects, by aligning resource allocation and application development assignment schedules in accord with project duration, client needs, and resource expertise. Dependent on the project scale, deliverables were exceeded between 5 to 10 days.

Network Engineering Manager   10/2014 – 10/2016

Drove the strategic direction and tactical execution of network technology planning, implementation, support, and resolution management.

- Management - Provided leadership and guidance to a global team of IT Professionals responsible for supporting corporate and virtual client network systems including routers, switches, connectivity, and data center.
- Annual Budget - Proactively maintained capital expenditures of the client network environment, vendor connectivity services, hardware procurement, and software licensing, through quarterly self-audits and statistical forecasting.
- Audits - Engaged in semi-annual network audits through the presentation of network topology, rule-based analyses, system logs, and policies; thereafter initiated and delegated numerous action plans to address any audit-identified issues.
- Resiliency Data Management System (RDMS) – Consistent data revisions, helped improve resiliency of the network recovery plan.

Key Achievement:

- Data Center - Voluntarily drove the decommissioning phase of a Data Center Relocation project. Objectives included procuring resources, capacity management, dismounting/recycling of cabinets and equipment, destruction of hard disks, shutting down carrier connectivity services, etc. Project completed months prior to the assigned deadline and under budget by approximately 20 percent.

CHASE PAYMENTECH, TAMPA, FLORIDA   **13 yrs 5 mos**
A global leader in the payment card services industry with 5,000+ employees, offering solutions for small to large corporations, governments, and institutions.

Network Implementation Engineer   09/2008 – 10/2014

Managed the client network solution designs, connectivity support processes, initial configurations, and 24/7 global customer support.

- IT Service Management (ITSM) - Managed high-priority incident assignments and resolved network configuration change requests.
- Enterprise Password Vault (EPV) - Utilized tool to maintain segregation of duties, provide privileged access rights, and implement break glass strategies, this assisted in sustaining network security and upholding business compliance objectives.
- Network Connectivity - Configured access controls, tunneling encryption, high availability protocols on client Cisco Routers and CheckPoint VPNs. These configurations and more ensured secure data flow to virtual client networks.
- Sniffer Tools - Analyzed data packets to troubleshoot network traffic flow and access issues, using Wireshark and Omnipeek tools.

Key Achievement:

- Switch Upgrade - Volunteered to work on an out-of-state upgrade project. Assisted peer engineers with installing fiber optic cabling, mounting/configuring Cisco Nexus switches, testing functionality, and decommissioning preexisting equipment. With my assistance, the project finalized a week prior to the milestone due date.

Identity & Access Management Administrator   12/2002 – 09/2008

Accountable for the day-to-day management of access controls and system maintenance across corporate services and resources.

- Access Control - Experience with processes and properties such as User Provisioning, Onboarding, Role-Based Access Control (RBAC), Single Sign-On (SSO), and Active Directory.
- Windows 2003 Server - Configured and maintained corporate servers for application, file sharing, and storage usage.
- Equipment Distribution - Organized and configured laptops/workstations with Windows operating system, firm proprietary software, and various third-party software.
- Asset Management - Inventoried and maintained records on all internal equipment, software, licensing, and offsite storage data.

Key Achievement:

- Team-oriented - Volunteered to assist with the infrastructure buildout of a new branch, that required spur-of-the-moment travel, to meet the project's committed milestone date; this support effort led to completing the installation ahead of schedule by a few days.

Advanced Product Support Specialist / Enterprise Call Center Helpdesk Associate   06/2001 – 12/2002

- Provided technical support for clients that used eCommerce online Hosted Payments Page, and Point-of-Sale Terminals.

KNOWLEDGE OF

- Data Center Operations, PCI DSS, Cisco Routers and Switches, CheckPoint VPNs, NFS, HSRP, VLAN, ITSM, RDMS, RCA
- Microsoft Office, Microsoft Active Directory, LDAP, SAML, Federated Identity, Data Analytics, MFA, RSA, EPV, SOP
- AWS - EC2, EBS, EFS, S3, Glacier, RDS, Route53, ELB, IAM, Lambda, IaaS, PaaS, SaaS, VPC
- Azure - VM, VM Scale Sets, Managed Disks, Files, Blob Storage, DNS, RBAC, VNET