**Marcel Miranda**

**1825 Lynwood Dr. Concord, CA. 94519**

[**marcel.miranda@att.net**](mailto:marcel.miranda@att.net)

**(925) 360-8377**

**EXPERIENCE**

As IT Manager and Lead person I have extensive experience in Identity and Access Management, SOC2 Type 2 and Sarbanes-Oxley, IT Risk Identification and continuously Monitoring, working with internal IT audit. Inventory Control, Data Migration, and Asset Management, create and maintain process documentation, Client Acceptance, COBIT Framework. Notable success in desktop support. Excel at troubleshooting and diagnosing hardware and software problems, including desktop, laptop and remote systems. Solid success at providing technical service to customers and internal associates. Skilled at installing, configuring and monitoring hardware and software on all platforms for a major financial institute

**National MI** August 2017 to October 2017

**IS Assurance Analyst**

* Lender review assessment as annual assessment or brand new Lender
* Performing Vendor review assessments, using SIG
* SOC2 Controls, identifying and having meeting with potential control owner.
* Having meeting with external auditors (Frank, Rimerman +Co., LLP) for SOC2 controls
* In Transition to use CB1 tool to adding SIG Questionnaire to new tool.
* Collecting SOX evidences per Audit request
* Review company policies
* Collect evidences regarding access, requested by Internal Auditor

**Environment:** Windows 10

**Software:** Remedy Force,LDAP

**FIRST REPUBLIC BANK**, San Francisco, CA October 2015 to June 2017

**IAM Analyst / Information Security**

* Experience providing Identity and Access Management (IAM) security solutions
* Worked in a fast-paced, deadline driven environment, implemented security standards.
* Full life cycle management for Identity management (IdM), reviewing existing roles, talked to business partners to identifying basic applications for roles, add them to the roles, secure approvals, clean existing list of users, removing and adding, identifying basic applications for roles, add them to the roles, secure approvals.
* Application Access Review Control, SOX applications.
* Untrusted data project, QA testing. File Shares and File Share Access management.
* Heavy use of Active Directory: create IDs and global groups, assign permission, Privileged Access Management (PAM); monitored AIM mailbox to comprehend users’ requests, ensure timely response, provision, de-provision, and transfer users, and ad-hoc requests.
* Daily Operations process all requests from ServiceNow review tickets.
* Resolved 15 to 20 escalated tickets per day from walk-ups, escalation, telephone, and email.

Environment: Windows 7

Software*:* Tivoli Client, Visio, Office Suite, Lexis Nexis, Active Directory, ServiceNow, Fiserv (CheckFree, Total Plus, weiland account analysis, compass), Intuit, Appian, SailPoint IQ, Funtech (payplus, parc), AFS, image Centre, Trusteer Rapport (prevents banking fraud), Cisco client, Juniper, Veracode.

**BANK OF AMERICA**, CA October 2006 to September 2015

**AVP, Team Lead, Risk, IAM Analyst, Internal IT Auditor, Information Security**

* Nine years of expertise with Identity and Access Management (IAM) Internal IT Audit Findings, risk assessments, user access review, Exercised judgment within broadly defined practices and policies. Collaborated with risk and governance partners on information security critical priorities.
* Trained team mates with new applications, created documents. Managed over 1500 applications, supporting over 100,000 users.
* Team Member of Automation Process Design for ARM project to design new workflow to automate access request.
* For one year, heavy use of Active Directory, created global groups, assigned permission. Privileged User Management, (PUM). Monitored IAM mailbox to ensure timely response is provided to users, Ad-hoc request from ARM.
* For four years, on-boarded applications into ARM. Hold meetings with Application Manager to discuss the purpose of centralize the process, add and modify applications in ARM, edit the UI in ARM to accommodate the new application and make it user friendly, updated the service catalog of the application.
* For three years, onboard applications to IT Monitoring Systems for monthly reporting and Internal IT Audits. Collaborates with risk and governance partners on information security critical priorities, documentation and evidence review, using pre-defined SQL queries, analyzed results and flagged if any violations were found, uploaded the result of the findings and made recommendations to the management team, holding meeting with Managers, Risk and Governance Team and provided proof of findings and talk about resolutions, understanding all policies and procedures by Governance team guidelines.
* For one year, user access review, resolved or escalated tickets, walk-ups, escalation, telephone inquiries, and the general queue; conducted trainings for team mates.

**Manager / Sr. System Support Analyst** November 2002 to October 2006

* Supported users nationwide by telephone, email, and traveled across the country to refresh machines.
* Created and maintained process documentation, Active Directory, Data Migration.
* Configured the new equipment and provided Customer Service.
* Provided hands-on training to new team members, provided “how to” documentation and traveled nationwide to provide training.
* Created and maintained process documentation, add users and software into SCCM.
* Provided general desktop assistance as needed.

Environment:Windows 95, 98, NT, 2000, XP, Windows 7

Software: Tivoli Client, Visio, Office Suite, VPN Cisco client, Visual Mortgage, Norton, Active Directory, Peregrine ticketing systems, Inventory Control.

**GRANT THORNTON, LLP**, San Francisco, CA August 2001 to October 2002

**Manager, I.T. Department**

* Managed the support group, and supported users at two company locations in San Francisco and San Jose.
* Installed new images using ghost to new machines, trained users to understand their new equipment or programs, provide internal Customer Service.
* Excellent organizational skills and as a solid team player, multi-tasker.
* Configure email using Outlook, Data Migration, refresh equipment, audit the systems, and take inventory control.

*Environment: Windows* NT Server, 2000

Software: MS Office, Sunbelt Remote Administrator, in house applications, Otis ticketing system.

**BANK OF AMERICA**, CA March 2000 to July 2001

**Assistant Manager/System Analyst**

* Responsible for customer service, data migration, trained users and new technicians on the processes, data migrations, configured email systems using Lotus Notes and Outlook.
* Handled inventory control, troubleshooting software and hardware, and reconnect mainframe applications using attachments.
* Installed images using Ghost. Traveled across the country to support users.
* Supported the Money Transfer group, members of the windows 2000 deployment team of over 2000 users, trained the new technicians; administered Active Directory, NetMeeting, PCAnywhere, Polycom video conferencing, and provided general desktop assistance as needed.

**Lead Technician / Sr. Support / LAN Administration**

* Supported exclusively a very high-profile executives group: the Vice President and past Executives Vice Presidents, trained users on “how to”, with efficient Customer Service skills.
* Created scripts on how to mix the environment of desktop and laptops for about 50 users.
* Member of the Pilot Team for the Windows 2000 deployment, testing and support. Reconnect mainframe applications using Attachments, performed UAT, Proof of Concepts for new applications, discovered applications not being used, obtained information from users about specific applications and suggested alternatives, audited the systems, bought licenses for missing licenses, and performed asset management duties; configured Lotus Notes.
* Created IDs and groups, handled permissions in Active Directory, and created Outlook accounts.
* Data Migration, PCAnywhere, Polycom video conferencing. Provide conferencing support for Executives and Board meetings, and desktop Support assistance as needed.

Environment: Windows NT, 2000, 98, 95

Software:MS Office Suite 97, 2000, Outlook 2000, Lotus Notes, IE, SMS, Active Directory, Tivoli, Polycom video conferencing, Active Directory

**PROVIDIAN FINANCIAL**, San Francisco, CA March 1999 to February 2000

**Team Lead, I.T. Department/ Jr. DBA Data Warehouse**

* Remedy ticketing.
* Excellent organizational skills and solid team player, multi-tasker, always go the extra mile, share knowledge with co-workers, train new technicians.
* Data migration, tapes backups, basic database maintenance, Lotus Notes.
* Project Management and customer service for over 2000 users. Desktop support.

Environment: Windows NT

Software: MS Office Suite 97, Lotus Notes, SAP, Novell, Remedy, Visio.

**Education**

* Certified Information Systems Security Professional (CISSP)
* Currently enrolled in PowerShell, Python Scripting classes
* Privacy and Information Security Certification, HIPAA Privacy Certification, Health Care 101 Training, Government Code of Ethics Certification
* Fair Lending Certification, Anti-Money Laundry Certification, Code of Ethics Certification
* Risk, Compliance and Assessment Certification
* Security Point of Contact Certification
* HP and Dell Certification - 2015
* Associate Degree in Electronics Heald Institute of Technology, Martinez, CA - 1990
* Bachelors in Computer Science minor in Business Administration Universidad Nueva San Salvador, El Salvador - 1987