**­VICTORIA XAVIER-FREYR MS, BA, PMP**

**PRODUCT DEVELOPMENT (R&D) ⎯SYSTEMS ENGINEERING/INTEGRATION**

**SYSTEMS DESIGN/ARCHITECTURE MOBILE TECHNOLOGY**

## OBJECTIVE

17-year professional (international, private and public sector experience) with management and leadership roles held for large, complex programs or projects up to $125 million using program management to realize new products and services for launch into market or enterprise valued benefits. Ensure device integrity, secured customer data, and compliance with industry standards and regulatory compliance. Collaborated with Enterprise Architecture and DevOPS. Modernization programs to redesign or update technology roadmaps integrating various cloud environments, Platform-as-a-Service (PaaS), Software-as-a-Service (SaaS), and Infrastructure-as-a Service (IaaS) models for Cloud Computing to achieve strategic objectives incorporated along with Data Governance reference architecture and controls for monitoring, configurations, greater business alignment, quality improvement, and compliance. Experience includes networking, Internet, ecommerce, mobile (wireless), hardware, software, data, and analytics. Configuration and Release management on enterprise initiatives for large, complex projects in infrastructure, etc.

## QUALIFICATIONS

Deep expertise in portfolio activities and asset management, including growth initiatives, continuous improvement, capability maturity to leverage program outcomes and benefits, mitigating risks, and ensure strategic alignment using strategic allocation of portfolio resources, risk management, and governance.

Program management to deliver decision support, centres of excellence, and enterprise program management offices reporting to C-level executives and serving as liaison with Executive Committees and stakeholders for strategic planning, design, and implementation of new systems or enhancements to in-house systems.

Developed RFIs, RFPs, and Statements of Work (SOWs) working with Legal Department and Finance for outsourced strategic initiatives, such as GIS and Asset Management, web-enabled applications, enterprise initiatives involving business intelligence, big data and predictive analytics, etc.

Developed reports of compliance (ROCs), audits, and assessments (SOX) and other regulatory compliance) for enterprise initiatives involving supply chain management, including channel management, financial management, managing suppliers, inventory and distribution.

Proven management experience, diverse analytical skills and business acumen used to create alignment and build cross-functional partnerships to achieve corporate objectives.

## GOVERNANCE, RISK, COMPLIANCE

* Evaluated and verified Regulatory Compliance for telecom, banking, utilities and healthcare. Assessments. Auditing. Portfolio Management. Program Management. Project Management. IT Project Management. AGILE FRAMEWORK. SCRUM Development. SCRUM LIFECYCLE. BACKLOG MANAGEMENT. Requirements Engineering and Requirements Analysis.
* Business Analysis. Business Process Reengineering (BPR). Created, negotiated contract RFPs, Statements of Work (SOWs), Service Level Agreements (SLAs). Data management, data mining and best practices
* Risk Management, Risk Control Matrix (RCM), Test, Mercury testing methodology, SDLC, IT Audit ITIL, SOX Integrated Audit; ISO 27001; ISO/IEC270023 COBiT, COSO, ITIL. BS7799, Enterprise Master Data Management; Data Security Standard (DSS), CISP PCI, Report of Compliance (ROC), PCI SSC (Data Security Card Standards), PCI-DSS 1.2, PA-DSS, PIN Entry Device Reqs; GLBA, GRC, SAP GRC 10.0; Governance, Integrated Risk Management, Compliance; Privacy Standards

## PLATFORMS/TECHNOLOGIES

* UNIX (AIX, Linux), Windows 3x-XP-Vista, Active Directory, Enterprise (SAP, SAP GRC; Oracle, PeopleSoft), DB2, SQL, WebSphere, Mainframe, OS/390, (MVS/CICS), Security Architecture, Single-sign-on (SSO), web security, RSA, Novell; WholeDisk (PGP) / Laptop Encryption. Email Encryption (Vontu). Biometrics.
* Technology roadmap, Systems Integration, Enterprise Application Integration (EAI), middleware.

## CORE COMPETENCIES

* Management/supervisory and leadership skills; strategic planning and analysis; portfolio management; predictive and trend analysis; mentoring on scorecard objectives, and methodologies
* Cross-functional leadership, team-driven initiatives; international implementations and offshore teams
* Application development; web application development; eCommerce; Rackspace and Amazon Web Services (AWS); Content Management; Data modelling; Business process re-engineering; Software as a Service (SaaS) and Infrastructure-as-a-Service (IaaS) models; also Disaster recovery (including Disaster-Recovery-as-a-Service (DRaaS) and business continuity
* Enterprise Program Management Office (EPMO); Project Portfolio Management (PPM): Product Development and Product Management; JIRA and Confluence; ProductPlan; Primavera, Clarity, MS Project
* SECURITY: Authentication, access management and security; identity protection (biometrics, RFID) and detection, authentication, and privacy concerns addressed. IAM and PCI Compliance.
* SAP, SAP GRC; SCM, Infrastructure, application upgrades; data conversions and security features; encryption.
* DATA GOVERNANCE: Enterprise architectures, determine requirements, business analysis. Gap-fit analysis, solution design, Master Data Management (MDM)
* Cross-functional resource utilization for application development; Organizational change, restructuring
* Business Intelligence; Predictive analytics; Asset Management, RFID; Data Warehousing; Data Mining
* LANGUAGES: Basic, Visual Basic; Scripting; HTML 5; some PHP, FLASH; Java; J2EE, Java Scripting; C, C+, C#; SQL Query Language, SQL Server; OLAP Cube; Oracle Financials, A/R, G/L, Fixed Assets.
* Finance (GAAP / IFRS / SOX); financial accounting; cost accounting; performance measurement
* MIDDLEWARE: EDI, EDI integration, EBS, EAI /MOM, data integration; distributed, federated model

## RELEVANT EXPERIENCE

### TCS client Citicorp (Dallas, Texas) October 2016 – March 2017

***Global Digital & Cloud Technology (Digital Citi)***

Authentication Journey | Fingerprint for Android

* New Product Development (NPD) for first release of mobile authentication modal fingerprint. Customers with compatible devices would login to their bank accounts faster and more securely.
* Android development must allow iOS customers to switch platforms and have the same look-and-feel.
* Features: Enrollment, Login Screen, Login Authentication, One Time Password (OTP) Facility. Dashboard. Notifications: Pop-ups, Error Messages. Multi-function Authentication. Refactoring.
* Stakeholders: Authentication, Fraud/IS, Suspicious Activity Detection (SAD), and reporting specific to stakeholder reporting. Testing and sync with Release requirements. Stories not arranged for minimally viable product (MVP) deployments, single release only.
* Front-end: Effort limited due to desired pervasive look-and-feel between iOS and Android. Minor enhancements to User-interface (UI) as supporting features required.
* Back-end: Two (2) new micro-services. CRUD Connector. APIs. Android Runtime. Memory optimization. Virtualization. Amazon Web Services (AWS). REST. GemFire. Coordinate Virtualization, Performance and Platform activities.
* Non-functional Requirements (NFR). Bill of Materials (BOM) runs and other external groups supporting Pre-Production activities.

**Technical Program Manager (TPM)** newly created role, responsibilities:

* Ensured that Android Development was aligned with existing Architecture and Security guidelines as well as Microservices Governance. DevOps pre-Production. Release Engineering. Release Planning.
* Aligned team with best practices for Rational Team Concert (RTC), collaborative elaboration for team progress, and other TPM requirements
* Weekly updates to Digital Book of Work (Thursday), Quarterly Business Report (QBR) and Monthly Business Report (MBR). Regular SCRUM ceremonies: Sprint Planning, Daily Stand-up meetings
* Supervised Backlog Management and Grooming twice weekly on coming sprint stories until complete
* Supplemented SCRUM Framework, as applied, with a twice weekly “DevTech” technical meeting to review stories in development for challenges and concern to ensure that development efforts were optimized as well as confirm Acceptance Criteria
* Re-activated Sprint Review to evaluate test scripts for completeness
* Demo to Product Owner biweekly. Sprint Retrospectives. Planning Poker recommended, not in use

### TCS client JPMORGAN CHASE (Columbus, Ohio) September 2014 – July 2016

***Consumer and Community Banking (CCB) Data Management Council***

Data Management and Data Governance; Program Management; Data Management Operations

* Executive reporting for weekly Executive Committee meetings
* Weekly Governance reporting on Data Element Certification
* User acceptance testing System data conversion for Fair Lending Program
* Data element uploads from interim database into Metadata Repository deployed system
* Mass upload data entry audits
* Simple to complex enhancements to enable EBX for implementation

### Teamsoft Staffing ⎯Energy (Madison, Wisconsin) 14 weeks – April 26, 2014

***Consultant, Geographic Information System (GIS) RFP***

Pre-implementation RFP at public gas and electric utility for GIS using Software-as-a-Service (SaaS) model.

* Vendors which were suitable for advising on needs assessment to determine replacement or upgrade.
* Organized managing sponsors for feasibility study and needs analysis for graphic information system (GIS) replacement or upgrade, interface integrations and geospatial data conversion; considered server upgrades and potential cost reduction on cloud storage through **Amazon Web Services (AWS)**.
* Advised on strategic planning requirements for 10-15 year in operations
* Delivered plans for vendor selection engagement ahead of schedule, ESRI versus BlueMarble.

### Access Midstream (Oklahoma City, Oklahoma) 10 weeks, ended Oct 2013

* Small energy start-up phase for Chesapeake Energy spin-off
* Corporate re-structure required new governance mechanisms involving program management, process reengineering, staff mentoring on project management (interim while seeking FTE senior project manager), resource allocation to start-up activities to address funding challenges
* Portfolio management for Infrastructure systems, including asset management, etc.

### JPMORGAN CHASE (Columbus, Ohio) Mar 2012 – May 2013

***Program Management Execution* Data Management and Analytics**

* BANKING: Retail banking. Smart cards. Omni-channel marketing; Internet banking. Mobile banking.
* EDW Data Mart Online and Mobile for Corporate Internet Group (CIG)
* Channel Data Mart Migrations $95 million Integrated Customer Data Warehouse, six (6) data marts.
* Technology Upgrade (Planned Decommissioning of existing Enterprise Data Warehouse); Platform Migration from DB2 to Teradata; SQL Query Language; Informatica
* Simple to complex enhancements to enable customer data functionality; Data warehouse, data mining, upgrades and maintenance initiated; Master Data Management (MDM)
* Risk and Change Management. Quality Centre Requirements Traceability and Test plans, Defect Tracking
* Adapt deployments to process changes ECM to ITSM system replacement

### American Electric and Power (Columbus, Ohio) Aug 2011 – Mar 2012

***Ohio Valley Electric Company Indiana - Kentucky Electric Company (OVEC/IKEC)***

Regional Energy Company (non-profit) affiliate of AEP … contracted through Apex Systems

Generation Business Unit with direct responsibility to an external Executive Sponsor

* Worked as Senior Consultant for large-scale, complex software installation of multiple ABB-owed Ventyx Asset Suite modules, version 6.0.2 (previously known as Indus Passport).
* Objectives: Add efficiency to Accounting, Human Resources, and Procurement processes and introduce a computerized Work Management system while enhancing business functions through business process reengineering. Determine requirements and perform needs analysis for interfaces to various business intelligence systems, such as SAP GRC 10.0, supply chain management and Procurement. Business Objects.
* The Ventyx Asset Management implementation program was a part of the Enterprise Asset Management (EAM) Implementation and Change Management Initiative Portfolio by the sponsoring organization which was a regional associate of the performing organization, American Electrical Power (AEP) Tech Services.
* Modules: Work Management, Project Management (Asset Suite module), Labour Entry and Time Management, Purchasing and Contracts (Procurement), Inventory, and Project Manager with some interfacing 3rd party or proprietary peripherals (such as Primavera, Pasta, Documentum, an internally modified application called “Indus Knowledge Warehouse” (IKW), and a faxing system (FaxGate); Inventory, Purchasing, Contracts workflows, configuration.

### CAREFIRST of Maryland (Owings Mills, Maryland) Apr 2011 – Jul 2011

Carefirst Program Manager PCI-DSS Compliance / ePayment initiative PCI DSS compliance scheduled for application development and integration of electronic premium payment system, most likely outsourced to an application service provider for **Software-as-a-Service (SaaS)**. Planned, executed large enterprise initiative for PCI DSS Compliance.

* Required RFP to engage vendor for application integration with existing systems
* Utilized experience with RFPs, vendor contract negotiations and executions for cloud solutions
* Implementation of outsourced solution for ePayment capability for health insurance claims
* Integration with back end systems
* Implementation of payment customer service capability
* Remediation of technical infrastructure pre PCI-DSS requirements
* Implementation of ongoing PCI DSS evaluation structure

Client needed financial market experience, particularly with banking and payment card processing (required familiarity with PCI-DSS). Large-scale initiatives with 40+ resources

### LUXOTTICA RETAIL (Mason, Ohio) Feb 2010 – Apr 2011

***SAP Systems Review and Worldwide Deployment***

* Senior PM consulting to mentor employee assigned to handle SAP rollout worldwide. Effort to leverage **Amazon Web Services (AWS)** in a managed delivery framework.
* SAP system by system requirements to build work breakdown structure
* Initial planning for project resource needs, budgeting and implementation

### GERSON LEHRMAN GROUP (Senior Advisory Consultant) March 2009 – August 2015

GLG Research collaborates with organizations seeking efficient, targeted connections to insight.

Client consultations on products and implementation assessments for cloud computing using **Amazon Web Services (AWS)** for ecommerce, healthcare, and energy companies and other technology-related ventures. Created and executed Requests for bids, proposals, statements of work.

**MEMO: MASTERS DEGREE from May 2009 – November 2011**

### MAYO CLINIC (Rochester, Minnesota) Jul 2008 – Dec 2008

***eLearning Solution Program Manager***

Worked with cross-functional business/technical stakeholders to gather requirements and identify risk exposure on key aspects of planned system integration effort to include CMS implementation and eLearning enabled with rich internet applications and Web 2.0 technologies. **Amazon Web Services (AWS) for storage services**.

* Compliance with HIPAA regulations and specific requirements for medical education in clinical environment, data migration, conversion and management
* Directed program efforts from concept stage through planning, funding, and requirements into organization as discrete modules for sequenced application development
* Organized program management methodology, quality controls and testing plans.

Software used to plan, deliver, or manage medical learning and health insurance claims practices within the organization using mediums such as virtual learning or instructor-led courses.

### DETROIT-EDISON ENERGY (DTE), Detroit, Michigan Mar 2008 – Jul 2008

***Identity Management and SOX Compliance***

Back on-track application development as Interim Manager (Former IAM Manager promoted)

* Access Review for SOX Remediation, SAP-HR, SAP GRC, SAP-SRM, SAP-ECC; Active Directory, MS Exchange, Performance Management (Oracle / Hyperion); Disaster recovery federal and state compliance assessments.
* Segregation of Duties (SOD) Concept Study and Sub-project; **Sun Identity Management solution (now Oracle Waveset) with Automated Provisioning as Software as a Service (SaaS), Infrastructure as a Service model (IaaS)**; Identity directory integration and access management; Identity workflows, resource provisioning and role-based access controls. Microsoft Exchange and Active Directory
* Technologies: JavaScript, Java, .NET, SQL and LDAP; ETL scripts, tools; Oracle finance and accounting
* Middleware and Enterprise Service Bus (EBS) architectures, XML and TCP/IP; Teradata; Security
* Requirements, design for workflow on account access privileges, segregation of duties and user self-services (managed passwords, delegation); Implemented, performed audit on internal systems

### XCEL ENERGY (Minneapolis, Minnesota) Nov 2007 – Mar 2008

***Senior Consultant Encryption Initiative (Back-on-Track)***

**Corporate Security and Risk Management**

* Performed enterprise wide PMO-run effort for full disk, workstation, and laptop for 20,000 systems encrypted for security audit compliance. Federal and state government compliance.
* Enterprise Security Group Request for Proposal (RFP) and vendor selection Vericept, Vontu, PGP, etc. Quality review, risk, prevention of exposure to liability. **Symantec Whole-Disk or Endpoint Encryption on Amazon Web Services (AWS)**; Data management and data mining; Business Objects XI, Crystal Reports
* Created gap/fit-analysis; strategic planning for enterprise security needs, policies. Disaster Recovery; Risk Management (Business Protection). Inventory assessment and server upgrade schedule.
* Technologies: Single sign-on (SSO), digital certificates, authentication, data privacy, security policy, identity management; Oracle, Windows 2000, 2003, XP; Network Infrastructure; PGP Encryption, Whole Disk Encryption, Vontu email encryption. Encryption, liability / loss prevention. Active directory.

### CARLSON COMPANIES (Plymouth, Minnesota) Apr – Aug 2007

***Governance Consultant, Program Management Methodology***

HOSPITALITY TRAVEL & LEISURE (Privately-held, family-owned International Corporation in the hotel, marketing, restaurant, and travel industries: Park, Regent, and Radisson Hotels and T.G.I. Fridays restaurants

* CHANGE INITIATIVE. Developed enterprise methodology for EPMO infrastructure managed services.
* Integrated and aligned systems, Oracle ERP, performance management (Hyperion), Oracle financials for demand management and requests; Matched ITIL with technology and proposed methodology.
* Call centre planning for IT outsource with request and demand management. Performance Management

### WELLPOINT (Westlake Village, California) Jun 2006 – Oct 2006

**Senior Program Manager for Software-as-a-Service (SaaS) Solution Launch**

**US TECHNOLOGY HEALTHCARE Delivery Services**

Strategic initiatives for state-sponsored business (SSB) implementations for State of Ohio and State of Texas

* Engaged as Senior Project Manager for PMO-led PLM and managed services. Oracle configured for insurance claims, grievances. Awarded contracts: Nevada, Indiana, and Kansas. Regulatory compliance.
* Defined roles and responsibilities, developed work plan structure and project schedule. Initiated documentation for SO-compliant approvals process, case management and clinical environments
* Strategic analysis, plans for enterprise application integration, data modelling, and process re-engineering.
* Outcome: Sarbanes-Oxley (SOX) Compliance. Directed multiple projects, performance management
* Hyperion and offshore resources, CMMi. Regulatory compliance. SSB Claims System ASP. HIPAA. Technologies: Perot Systems ASP Diamond outsourced for digitized medical claims, Oracle, and Remedy

### US BANK INFOSEC Policy and Compliance (Saint Paul, Minnesota) Dec 2005 – Apr 2006

***VISA CISP/PCI PROGRAMS***

* CONCEPT STUDY PHASE. Audit Requirements Analysis. Third-party verification review by VeriSign. Managed multiple work efforts for projects designed to protect, remove or otherwise secure plastic cardholder account numbers. Report of Compliance (ROC). Planned project with Architecture Review. VISA Cardholder Information Security. Handled business units, technical analysis. Database and data mining. Mortgage Banking Systems Remediation. Compliance PMO.
* SOX and CISP compliance/remediation. Business Process Re-engineering. Gap analysis. Integrated Risk Management. Oracle Financials. Security and Identity Management for end-user access to secured systems. Retrieval database for permissions. Active Directory. Technologies: LDAP, RACF, SOA Metadata

### WELLS FARGO Private Client Services (Minneapolis, Minnesota) Jun 2005 – Oct 2005

***Technology Program Manager, Product Launch for Repricing***

* Objective: Enhance usability and UI for integrated PeopleSoft and CTI in Brokerage Call Centre. Oracle Financials. Managed $5M corporate PLM-based initiative for a confidential private banking client. System integration, database conversions, data mining; Organized and supervised data centre moves related to mergers. Platform-as-a-Service (PaaS) and outsourced storage.
* High Availability. Key Performance Indicators. State government. Managed 12 - 25 reports.
* Supported hierarchy changes, warehousing database automation, usability. Mortgage Banking Integration. Loan Value reporting. Call Centre upgrade. Solutions Architecture. Security and ID management issues
* Technologies: XML, Web, Firewalls, SOX Compliance. Agile framework, Rational Unified Process (RUP)

### QAD CORPORATION (Carpentaria, California) Mar 2004 – Apr 2005

***Research-and-Development Program Manager***

**CORPORATE RESTRUCTURE.** Supply chain software for new product development effort in Java on eQ derivative product from legacy written in Progress. *for Private companies, International, State Government customers.*  Reported to CTO, matrix 50+ managed.

* Translated business needs into scalable SCM solution in collaboration with Marketing.
* Technologies: SCM, MFG/PRO, LDAP, SQL; Netegrity (security); Languages: Java, Progress

### IDENTIX INCORPORATED (Minnetonka, MN) Oct 2003 – Feb 2004

***Research-and-Development Program Manager***

*now MorphoTrust Safran or L-1 Identity Solutions*

**ACQUISITION.** Reporting to CTO, Program management for multiple R/D software projects. Security (Netegrity). ISO-9000, SEI-CMMI. Risk management. Application development. Data mining and data analytics. Federal / State / Local Government customers

* Managed development through dispersed PMO for Identix products and services involving departmental or cross-functional teams focused on the delivery of new or existing products. Virtualization effort for enterprise cost reduction. Middleware (Authentication platforms); WebSphere, Tivoli
* Biometrics. ID Management. Technologies: Database, SIEBEL CRM. Networking. Infrastructure Security.

### IBM CORPORATION (Silicon Valley Lab San Jose, California) Jul 2000 – Jul 2002

***Product Development Manager***

**ACQUISITION**. Hired, trained, and managed engineers in new business unit. Direct reports 22.

* Assembled new requirements from customers and specialized user groups. Performed application development, debugging, and post-sales defect tracking and resolution activities. Negotiated contracts
* DB2 Tools product development; controlled release to financial client (Putnam)
* Outcome: Grew development team from three to 22 architects, engineers, and quality assurance.

### INFORMIX CORPORATION, acquired by IBM (Menlo Park, California) Nov 2000 – Jul 2001

***Senior Program Manager***

* VP Engineering, Corporate Programs Arrowhead Initiative to combine codebases (derivatives) for new database product, Extended Parallel Server (XPS). Managed $12+ million product budgets with over 50 matrixed reports. Built Corporate Programs PMO produced standards, policies, and guidelines.
* Managed cross-functional collaboration for new-products from conception through market introduction
* Technologies: High Availability, XML WebSphere, J2EE; security; Geospatial data; DB Conversion, Datablades

### ASCENTIAL SOFTWARE, acquired by IBM (Westborough, Mass) Jul 2000 – Nov 2000

***Corporate Program Manager***

* Report of the CEO, aligned strategic post-merger (Informix and Ardent) objectives Compliance and Quality
* Managed 50+ matrixed reports for product lifecycle (PLM) with PMO budgets up to $15 million
* Technologies: XML, Web and data analytics

### REMEDY CORPORATION (acquired by BMC) (Pleasanton, California) Jun 1999 – Jun 2000

***Senior Programs Manager Federal / State / Local Government client implementations***

**ACQUISITION.** Engaged 25+ solution initiatives (such as eBay, Miadora, Blue Martini, US Navy (Hawaii), NIKE, Boeing, Encyclopaedia Britannica) for Fortune 500 companies for ServiceDesk, CRM, ITSM

* Managed 25 CRM engagements and projects for Remedy custom and out-of-the-box software installation of Software as a Serve (SaaS) and Infrastructure as a Service (IaaS) nationwide.
* Integrated databases, SIEBEL SFA, PeopleSoft, and web-enabled ServiceDesk. Risk Management. Regulation for clinical environment with Service Desk. PLM. Business Continuity. Disaster recovery

### AT&T Internet Services, acquired by SBC, AT&T (San Francisco) Mar 1997 – Jun 1999

***Regional Director, Program Management***

**ACQUISITION. Southwestern Bell and Pacific Bell Internet Services**

Fast-tracked product development (PLM) for DSL services deployment in California and Nevada and other business initiatives. Oversaw network services installations and maintenance.

* Managed budget and profit-and-loss from conception through product release
* Outcome: Released Digital Subscriber Line (DSL) for CA and NV within budget ($30 million) and under constricted schedule with subsidiaries, subcontractors; Virtual Private Networks.
* Managed T-1 deployments to commercial and residential properties in California

***Technical Program Manager: M&A Pacific Bell (San Ramon, California)***

* Performance management (PMO audited) and metrics for billing or provisioning systems.
* Systems Engineering

***Integrated Product Development***

* Delivered new products or enhancements for Centrex, E911

### Cisco Systems (San Jose, California) Jul 1996 – Feb 1997

***Network Sales Programs Assistant Stratacom Network Services***

**ACQUISITION.** Stratacom Network Services Enterprise Application Integration (EAI)

Seven companies including **Wide-area Networking Services (WAN)** from Stratacom, enterprise application integration

* Gap/fit analysis for system selection. Performance Metrics. System integration requirements and system inventory. Data Mapping of existing, legacy systems and interfaces.
* Data cleansing and conversion, application configuration. Data migration to SIEBEL Sales Force Automation acquired by Oracle
* Designed Executive Information Service (EIS) and database for periodic reporting

## PUBLIC SECTOR and INTERNATIONAL

### UNITED NATIONS (United Nations Development Program, UNDP), Copenhagen, Denmark

Office of Interagency Procurement (IAPSO)

Procurement Accounting Assistant for Non-Governmental Agencies

* World Bank Loans for Latin America, Africa, Asia-Pacific and UN Inter-agency purchases
* Accounts payable, receivable, reconciliation, FOREX, payroll
* Electronic Benefits Transfer (EBT) system integration for field office systems

## MILITARY SERVICE

### United States Air Force (HQ USAFE Accounting & Finance)

**44th Strategic Missile Wing, Strategic Air Command (AF Global Strike Force)**

* Ramstein Air Force Base, Germany / Keflavik Naval-Air Station, Armed Forces Iceland
* Ellsworth Air Force Base, South Dakota
* Awarded Headquarters Strategic Air Command (SAC), now Space Command / **Meritorious Service Medal**

## EDUCATION

**University of Texas (Austin) / Kaplan University**

* MS, Law and Society completion 2011 GPA: 3.91

**University of Texas (Austin)**

**University of Mary Washington, Fredericksburg**

**McGill University, Montreal**

* Bachelors, International Relations
* Spanish Language and Literature

## PROFESSIONAL DEVELOPMENT

**Software Engineering Requirements**

AT&T Telesis Institute

* New and Emerging Technologies
* Advanced Technology

**Project Management Institute (PMI)**

Certified, Project Management Professional

* (PMP) ISO/IEC 17024:2003
* International Institute of Learning
* Kerzner PM Methodology (4.6 CEUs/46 PDUs)

**Remedy Approved Consultant (RAC)**

* Requirements, Analysis, Design, and Docs (RADD)
* Performance, Tuning, and Testing (PTT)
* CRM Engineering Methods
* Action Request Server (ARS) Advanced Techniques

**VISA CISP/PCI**

Straight Talk Series on Plastic Card Industry Standards

* How to Prepare for PCI DSS Part I &Part II
* The PCI Audit: Requirements 1-6, 7-12
* PCI Compliance in Cloud: Deliver More, Cost Less
* PCI: Setting the Stage for Success
* Software security for compliance, PCI, beyond

**Business Continuity & Disaster Recovery**

* Accelerated Disaster Recovery and Application Availability