Moises Maldonado

Lithia, FL

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Professional Summary

I am a Technology Professional with a strong PM (program, project, product man- ager) and Governance (information technology and security) background. I have successful- ly overseen and driven Cloud, Telecom, Data Science and ML/AI programs and projects.

I am continuously learning and consider myself an Emerging IT PM. I have led and coached cross teams across the globe in an Agile manner driving holistic and complete solutions that are focused on both the the external and internal customer.

Work Experience

Technology Solutions Manager

Humana-Remote

November 2020 to Present

As a Technology Solution manager I lead team that provides support and develop- ment for CRM SaaS and IAAS products in the Salesforce and Azure platforms.

Serve as a delivery program manager providing program/project/product/ oversight for Telecom, Dialers and Information Security related initiatives.

Manage a team of four PMs and coach the overall Telecom team on program and project management best practices and agility.

Work with stakeholders to delineate business and technical requirements for the pro- gram and projects, as well as, work breakdown structures, communication plans, risk registers (RAID logs), escalation plans and issue logs.

Provide strategic artifacts and effective reporting of the program and project status leveraging burn down, velocity and cumulative charts, as well as dashboards..

Prepare presentations and lead key management meetings driving productivity and synergy across the program and associated projects.

Oversee budget and resource allocation.

Customer Success Manager-PM

nClouds

September 2019 to April 2020

Served as a project/product/program manager (aka Customer Success Manager) overseeing multiple IaaS, PaaS and SaaS AWS Big Data and Devops Cloud projects for diverse clients, product development and program management.

Executed Delivery Management and PMO functions within the nClouds Data Practice leveraging Agile/ Scrum methodologies and project applications such as JIRA and Confluence.

Developed agile program and product roadmaps. Estimated work, release schedules and iteration plans that help the team continuously deliver value.

Met with stakeholders to identify and agree on key success factors and performance indicators. Communicated project progress and status through reports and fine tuned presentations.

Guided and directed organizational agility through the use of metrics relating to sta- tus, good repeatable and bad patterns. Moreover, diligently identified and reported risk.

Managed requirements at the tactical and strategic levels, including gathering, writing, and prioritizing requirements in an agile manner.

Leveraged reporting applications within the Office and Google suite, such as Excel,

Sheets, Powerpoint, Slides to report to management and the client. Moreover, lever- aged AWS tools like Cost Explorer and internal SaaS products to help customer's gage cost savings.

Leveraged burn down charts to graphically show work left to do versus time and/or burn up charts to show how much work had been completed, and the total amount of work. Also used sprint burn down charts to make the work of the Team visible relating to the rate at which work was completed and how much work remains to be done.

Conducted business analysis, gathered data and functional requirements as it pertains to data analytics cloud projects.

Enabled Architecture, IT Governance and Information Security reviews.

IT Business Analyst and IT Specialist Lead, VP

Citigroup

August 2016 to September 2019

Served as the document/data reference storage platform Program Manager oversee- ing multiple programs and projects leveraging Agile methodology and project ap- plications such as JIRA and Confluence. Also, drove Iterative and Waterfall projects, leveraging MS Project application.

Program and project managed Data Analysis and ML/AI initiatives; moreover, con- ducted validations, training and testing of data and associated models as per defined roadmap.

Provided timely reporting relating to program and project status in key performance indicators (KPIs).

Leveraged SQL queries and reporting applications within the Office and Google suite,, such as Excel and Powerpoint, Slides to report to management and the client.

Conduct point in time and predictive analysis regarding document count, user/de- partment usage, classified, and machine learning model coverage.

Conducted business analysis, data gathering and functional requirements as it per- tains to document classification for Machine Learning implementation and improve- ment. Designed workflows leveraging Visio.

Leveraged JIRA's burn downed and burn up charts to show sprint and overall roadmap work completion status.

Implemented IT and Information Security Governance controls.

Global Application Vulnerability Assessment EO&T Program Manager in charge of putting in place a program to ensure timely testing of applications and remediation of findings. Moreover, worked with the different developers and pertinent stakeholders to ensure security vulnerability standards and prevention software such as Secure As- sist were deployed and used.

As part of implementing and overseeing the programs, reported on established and newly implemented key performance indicators (KPIs).

Partnered with stakeholder to make AVA scheduling compliant for the the whole sec- tor after a prior 2 years of non-compliance.

Global PC Admin Program Manager - Identified root causes impacting the product and process for over 5 years within a couple of months from start date.

Partnered with technology and product areas to address these PC Admin flaws and improve the product and process by 86%.

Provided management timely compliance metrics and reports.

Influenced IT and Information Security Governance policy, process and product changes.

Worked with the business and technical ISO's to ensure audit and regulatory compli- ance as it pertained to FDIC examinations, FFEIC and PCI.

Channel Security Manager

Microsoft

February 2014 to August 2016

Lead the team of high performing developers and security experts that serviced thou- sands of developers in the company.

Provided thought leadership to set the direction and approach for the delivery of business critical services.

Contributed to the quality, security and faster deployment of products to market.

Leverage an Agile Scrum approach to managing department projects.

Owner of Developer services software, hardware, tools and processes.

Lead the development and implementation of process improvements and drove en- gineering excellence.

Channel & Platform Security Manager for platforms program & launch security re- views.

Lead virtual teams of cross-company professionals working to deliver the implementa- tion of solutions.

Assessed Cloud technology product offerings

Project Managed and drove control implementation plans to minimize piracy and fraud.

Drove cross program coordination and communication across multiple programs and stakeholders

Effectively articulated and simplified requirements via verbal, electronic mechanisms and presentations.

Created and produce periodic and on-demand reports for the leadership team.

Information Security Manager

Doral Bank
September 2012 to February 2014

Conducted Cloud implementation assessments and worked with vendors to ensure assurance.

Oversight of the Bank's Compliance Information Security program.

Lead team of employees and IT Managers relating to regulatory, security and IT gov- ernance compliance.

Monitored key performance key indicators for IT Governance and Information Security controls.

Serves as security liaison between IT and the business; moreover, enable communica- tion across the company

Conducted regulatory reporting for management and the board of directors

Performed GLBA, Vendor, Cloud, IT Solutions and Internet Security Risk Assessments

Oversight of the quality relating to compliance systems and new product implementa- tion.

Senior Governance Consultant as a Contractor

IT and IS Regulatory Readiness
April 2011 to September 2012

Performed an IT Risk Assessment and policy reviews leveraging NIST SP 800-300 and FFIEC.

Conducted the Vendor management assessments.

Performed Business Impact Analysis review, Business Continuity Planning and Testing.

Gathered, Analyzed and Prepared required documentation for FDIC Examination

Performed Control Gap Analysis against FFIEC guidelines

Developed Governance and Information Security Service Catalog.

Mapped NIST Risk Assessment to HIPAA, ISO 27001, FIPS and Special Publications.

Developed Project Management Office Program.

Project Managed Sales Technology Project to support the sale of about 4,000 phone services.

Documented business and technology processes for new product and process im- plementation.

Implemented Access Control strategy based on business requirement and best prac- tices.

Information Security Manager

Doral Bank
March 2007 to March 2011

Led the Bank to optimum regulatory compliance.

Led the implementation of cost effective preventive layered security architecture.

Developed and implemented a successful Information Security and Privacy Awareness program.

Implemented Sarbanes Oxley controls and self-assessment program adhering to sec- tion 404.

Developed and executed Information Security and Privacy plan

Staffed the Information Security department aligned to Bank, Regulatory and Program needs.

Developed the Information Security and Privacy program, risk assessment methodol- ogy & board reporting

Served as liaison between internal/external auditors and regulators.

Oversight of Business Intelligence and Application support governance

Managed the Quality Assurance group to and minimize defects in production to zero

Oversight of PMO, programs and projects for IT.

Owner of the Business Continuity and Disaster Recovery program.

Senior Internal Auditor

Banco Santander
July 2006 to March 2007

Managed audit projects from initiation to closing, based on defined risk audit plan.

Performed Internal IT Governance and Systems Audits based on FFEIC and GLBA re- quirements.

Managed the implementation of audit applications and support lifecycle.

Provided upper management IT Governance recommendations based on best prac- tices.

Information Technology Compliance Director Group M

March 2005 to July 2006

Within a year implemented Sarbanes Oxley IT 404 program and achieved compliance vetted by internal and external auditors.

Education

Bachelor of Arts in Economics

LEHMAN COLLEGE OF THE CITY UNIVERSITY
1995

Skills

- See resume
- Agile
- Cloud Computing
- AWS
- SQL
- Scrum
- Jira
- SaaS
- SDLC

Links

http://www.linkedin.com/in/moises-maldonado-6b45ba196

Certifications and Licenses

PMP

AWS Certified Solutions Architect – Associate

AWS Cloud Professional

Professional Scrum Product Owner (PSPO)

CISSP

Tableau Desktop Specialist
Present

Blockchain Architect
Present