

Quality Assurance Lead Quality Assurance Lead IT Security Consultant - Raleigh, NC - Accenture
Raleigh-Durham, NC Work Experience Quality Assurance Lead Piper Companies - Raleigh, NC
June 2019 to Present Collaborates with project teams to create the test plan and receive
appropriate signoffs Ensures that identified requirements are reviewed, loaded into ALM/JIRA, and
traceable Leads testers and guides them towards completion of testing and defect Facilitates
defect resolution and remediation throughout the project lifecycle Conducts a test review at the
conclusion of testing and receives appropriate signoff Develops and analyzes reporting metrics
that occur from testing or defects IT Security Consultant - Raleigh, NC Accenture - Raleigh, NC
August 2017 to May 2019 Conducted five levels of testing through functional, integration,
regression, user acceptance, and performance testing to ensure client requirements Developed an
architecture of client Identity and Access Management through requirements and scope for three
Fortune 500 organizations utilizing SailPoint Reviewed test outcomes for over eight hundred test
scenarios through each level of testing Lead four offshore team members applying Agile/Waterfall
techniques to complete project scope Plan, scheduled, and produced daily traceability reports for
leadership and client on testing activity Communicated the project end-to-end process to client
sharing the reduction of risk for over one hundred thousand users Global Application Maintenance
and Support Systems Analyst General Electric - Romulus, MI July 2014 to July 2017 Lead weekly
enhancements for two major healthcare applications to increase user functionality and ensure
compliance with HIPPA and FDA regulations Maintain, stabilized, and supported two healthcare
applications to support over four hundred thousand patients Oversaw five local vendors and
managed six offshore team members Reduced incident and request ticket volume from over eight
hundred ServiceNow tickets to seventy in two months Trained over three hundred thousand global
users to properly use those healthcare applications which helped to maximize their functionality of
those applications Identity Compliance Operations Analyst General Electric - Romulus, MI July 2014
to July 2017 Decreased audit findings following the implementation of SailPoint to be a single
identity management solution for over twenty thousand global users Reduced on average over an
hour of work a day and over \$20,000 a year for users through the centralized and automated

approach to certifying users access with SailPoint Organized monthly certification of identities for forty applications and over twenty thousand identities to ensure governance and compliance aligned with SOX regulations Application Enterprise Engineer General Electric - Glen Allen, VA July 2014 to July 2014 Managed a team of five offshore employing Agile Scrum techniques Utilized ServiceNow as a ticketing system along with our technical team to implement ten enhancements to CyberArk application during regular patching Reduced risk for over three hundred thousand employees through the use of the CyberArk application to audit as well as limit access to highly privileged accounts Worked with business owners and technical teams to implement password rotation functionality to over five hundred highly privileged accounts Education Master of Science in Information Technology Leadership in CSO Walsh Business and Accounting College - Troy, MI June 2015 to September 2018 Bachelor of Science in Information Technology in Information Technology University of Toledo - Toledo, OH August 2010 to December 2013 Skills It Security, Information Security Additional Information Identity and Access Management specialist, Privileged Account Management professional, Business and Data Analytics, Project Management, Quality Control, Compliance, Reporting, Training, Customer Service, Team Leadership, Problem Solving, Time Management, and Adaptability, Agile and Waterfall Practices Application Proficiencies SailPoint, CyberArk, HP Application Lifecycle Management (ALM), Microsoft Office Suite (Word, Excel, Outlook, PowerPoint, Visio), Rally, JIRA, SynapseRT, HPSEM, ServiceNow, WINSCP, Softterra, Oracle Identity Analytics (OIA)

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