

IT Business/Compliance Analyst IT Business/Compliance Analyst IT Business/Compliance Analyst
San Antonio, TX Solutions-driven analyst and project manager with over 20+ years of experience leading cross-functional teams and projects in the Information Technology, Marketing Services, and Government sectors. Authorized to work in the US for any employer Work Experience IT Business/Compliance Analyst Harland Clarke - San Antonio, TX May 2017 to July 2019 Project lead for PCI DSS compliance. Proactively collaborated with network engineers, system administrators, and business leaders on implementation of information security protocols and practical controls framework for regulatory requirements and compliance. Served as liaison between IT Executive and HCH business units; utilized enterprise Technology Business Management (TBM) system inputs, Knowledge Management (KM) sources, and insight from industry, to develop and design strategic presentations for high-level executives. Actively facilitated meetings to elicit, document, and communicate requirements, tracked important milestones/actions, and created artifacts. Led post M&A integration migration project; Migrated 253 personnel email and AD accounts from acquired company to enterprise data centers. Led the deployment of Resource Management module in ServiceNow for the enterprise IT organization. Trained over 70 managers on creating, requesting, and assigning people to specific tasks/projects; enabled executives to visualize staff availability, allocations, and forecast allocations. Awarded Core Value award for employee engagement; awarded to only 10% of associates that are nominated. Cyber Security Intern/Business Operations Analyst Rackspace - San Antonio, TX January 2017 to May 2017 Determined the typical DDoS attack vectors and applied countermeasures to prevent network degradation and minimizing business risk. Extracted data from multiple sources, analyzed reports, and presented KPI performance. Performed complex analyses of business goals and objectives. Planned, designed business processes, and made recommendations for changes in order to improve and support business activities. Utilized systems and data to perform statistical evaluation of SLA compliance for multi-million dollar customer. Identified and improved a process weakness that prevented 48% of qualified customers of DDoS products from being contacted and closed. Analyzed records and identified 10% of

contracts were not being charged; coordinated with finance, implementation and Account Managers to correct issues and recover \$60,000. Director, Implementation/Training/Customer Success Parlevel Systems, Inc - San Antonio, TX July 2014 to March 2016 Strategically planned the division requirements for a start-up company. Prepared annual fiscal requirements for the department and maintained strict financial control of \$1M budget. Increased POS hardware installations by over 200% in a year without increasing budget constraints. Trained over 60 small business owners to optimize route efficiencies; decreased operational costs by properly utilizing software solutions. Managed an array of over 100 customer accounts; developed best business practices to minimize churn rate. Measured KPIs and reported trends to executive staff. Identified staff shortages; recruited, interviewed, and selected the best-qualified applicants. Planned and managed all projects; produced high-quality deliverables that met and exceeded timeline and budgetary targets.

Designed customer training curriculum and manuals that achieved increased awareness with software features. Future Operations Planner US Army South - Fort Sam Houston, TX May 2013 to August 2014 Synchronized organizational procedures and protocols with new strategic guidance from CEO. Analyzed, restructured, and improved processes to maximize efficiency in Army South staff. Facilitated working group meetings to define emerging requirements for critical missions. Prepared monthly and quarterly presentations for the CEO. Planned and assembled task details from cross-functional staff sections to finalize and publish operation orders. Created a standardization program that implemented the organization's battle rhythm; synchronized team, which eliminated redundant staff meetings saving man-hours. Assisted with planning efforts for high visibility exercises; identified Partner Nation requirements and capabilities. HQ Systems Officer in Charge (IT Manager) US Army, Special Operations Command Central - Doha, QA April 2012 to May 2013 Qatar Led an IT department of 30 personnel and operated two data centers that housed over \$22M in communication equipment. Supervised a help desk department that provided first-class support to over 1600 geographically dispersed customers with minimal downtime; publicly lauded by the Chief of Staff. Coordinated security updates for data centers and all computers systems. Engaged in disaster recovery planning for all contingency issues. Refined IT processes

for the forward deployed headquarters. Analyzed procedures, reestablished proper accountability and inventory processes which recovered tens of thousands of dollars' worth of unaccounted property. Managed \$600K IT lifecycle project to replace over 400 computers, servers; improved security and user experience finishing ahead of designated schedule. Education Master of Arts in Information Technology Management Webster University - St. Louis, MO Bachelors of Science in Social Science Upper Iowa University - Fayette, IA Skills Microsoft Office, Data Analysis, Tableau, Project Management, Business Analysis Military Service Branch: United States Army Rank: MAJ

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