

Service Manager/ IT Change Manager Service Manager/IT Change Manager Service Manager/ IT Change Manager - NTT Data Remote Authorized to work in the US for any employer Work Experience Service Manager/ IT Change Manager NTT Data 2017 to Present Change Management:

Subject matter expert for ITIL change management processes Review changes and advise of missing information and change approvals before CAB Facilitate CAB meetings Provide final approval after changes are approved in the CAB meeting Provide change management training to ensure the ITIL change management process is understood and followed Create daily change report (excel) to be discussed in the morning operations call Run change reports and advise via email to ensure changes are moving from draft to closed state. Work with service desk when they have escalations or questions regarding incidents Backup for processing expedited changes On Call: Primary contact for outages. Facilitate bridge and work with IT support groups to get resolution of the outages Send end user communications for downtime/user impact during changes so users are aware when applications/systems are not available. Back up for Incident Management: Create morning operations report and e-mail to attendees. The report includes incidents and changes that need to be reviewed. Facilitate the morning operations call to discuss the incidents and outages for the prior day and any upcoming changes Process incident and request reports and communicate via email for aging ticket process. Facilitate biweekly aging meeting to discuss the aging states of incidents and requests Back up for Problem Management:

Create problem tickets from priority 2 Incidents Facilitate problem meeting to discuss the aging states of problem tickets Process weekly metrics report for client Business Analyst/ IT Change Manager Fiserv 2014 to 2017 Provided support as Fiserv migrated to service now application for creating changes as well as the other applications still being used (facets, remedy) Reviewed, updated, and authorized changes across all Fiserv datacenters, ensuring changes were approved and implemented within the change process timeline. Facilitated CAB meetings which improved knowledge of changes across different business units. Processed audits and formatted reports for auditors, ensuring team was quality driven. Created detailed documents for team members to process daily tasks, increasing quality and efficiency. Security Analyst Fiserv 2012 to 2014

Monitored security events correlated by the security incident and event manager (SIEM) application.

Researched security events (examples: malware, botnets, network scanning for vulnerabilities, blue coat, exploits). Alerts were generated by both internal employees and external elements.

Worked closely with incident management, forensics staff, and data loss prevention (DLP) team.

Created and implemented change controls. Utilized SharePoint and PowerPoint, creating training and knowledge sharing documents.

Senior Technical Analyst / Enterprise Service Desk Fiserv 2007 to 2012 First point-of-contact for internal and external clients to Fiserv. Researched to isolate issues from a number of entities (network, distributed, mainframe, files, applications, and phone).

Created new processes and update current processes for the team / company's knowledge database. Deep understanding of ITIL change control process to facilitate daily maintenance windows. Monitored system resources via wallboard alerts. Facilitated bridge / conference calls for all outages. Cross-trained for 24/7 coverage. Created training documentation for new analysts. Helped develop support contact processes for new clients.

TECHNICAL & SPECIALIZED SKILLS ITIL V3, Service Now, BMC Analytics, Remedy, Facets, Verizon Webex, Cisco Webex, Sharepoint, Microsoft Office 365, Administration & Operations, RDP to client site

Education Bachelor's Skills Exchange, Customer Service

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