Information Technology, Project Management Information Technology, Project Management Information Technology, Project Management Old Saybrook, CT Work Experience Information Technology, Project Management Anthem INC - Old Saybrook, CT 2014 to 2019 Over eighteen years of increasing expertise and responsibility in Information Technology, Project Management, and Risk Management focusing on the three critical industries of health, finance, and insurance.

Mandate Plan/Evaluation Consultant, Strategy Planning & System Migration, Anthem INC, Old Saybrook, CT (Work from Home) 2014-2019   Reporting Lead for Anthem's Migration Project - data consisted of roughly 20 thousand customer groups maintaining approximately 7 million members Responsible for creating, maintaining SQL database and publishing reports with key emphasis on data integrity   Established and led bi-weekly team meetings with migration team members & business partners to provide key data shifts, impacts, risks to established time-lines and upcoming milestones   Identified various processes improvement opportunities leading towards system automated process versus manual processing, thereby reducing user error risks   Lead Sr. Project Analyst of ICD-10 External Partner Readiness & Advocacy Team assigned to assist 75+ external vendors becoming compliant with Government mandate to switch to ICD-10 codes in the health industry by 2015   Collected data and conducted appropriate data analysis of vendors, trading partners and subsidiaries' readiness and testing status for Mandates programs   Prepared accurate and timely weekly dashboard reports for Sr. Management IS Project Manager Stroke Central, Ochsner Medical Hospital - New Orleans, LA 2013 to 2014 Contractor thru Strategic Staffing Solutions]   Lead IS (Information Systems) Project Manager of CMS Stroke Innovations Grant awarded to Ochsner Medical Hospital   Lead Project Manager for EPIC EMR (Electronic Medical Records) non-grant projects enhancement, tracked progress by maintaining a continuous open communication with IS team   Used Agile approach to implement O.B.I. (Office Business Intelligence) for improved reporting   Partner with Data Coordinator to assure data satisfy Grant requirements   Prepared accurate and timely quarterly reports   Trained Stroke Central staff to create and generate custom EPIC reports with specific ICD 9 and 10 codes   Built relationship between IS and Stroke Central   Collaborated and led recurring meetings between Stroke Central

staff and IS to establish project priorities and time-lines, remove roadblocks, and present alternative solutions   Prepare and maintain ongoing Project Portfolio documentation of all grant and non-grant projects   Directly work with physician and medical personnel to understand their needs as users of system and   implement solutions IT Security Project Manager WestBank Urgent Care - New Orleans, LA 2012 to 2013   Lead Project Manager to implement use of Practice Velocity EMR Software for all PC's and Laptops   Assured all licensing and vendor product support   Participated in Scrum & Agile project activities   Advised clinic owner of best practices and HIPAA compliance procedures for information security protection   Ran SQL reports for office Physicians on weekly, monthly, and ad-hoc basis   Trained professional and support staff on new applications, with emphasis on regulatory compliance   Documented, implemented, and evaluated current procedures   Re-engineered process of data and server backups, designed and implemented disaster recovery process, and documented procedures   Led weekly meetings for input on process improvement and development Risk Manager Capital One NA - New Orleans, LA 2009 to 2012   Risk Adviser for commercial bank IT to ensure line of business compliance for waivers, risks, issues, audits, and application controls for more than 60 applications   Organized and led bi-weekly meetings with management and professional teams to review risk and waiver portfolio   Participated in Scrum & Agile project activities as IT Risk Adviser   Assisted leadership in six separate business areas with waiver and risk submission, remediation, and closure   Established partnerships with IT control groups, information security programs, policy compliance teams, and company auditors to ensure compliance with regulatory and corporate requirements on all systems   Prepared a weekly report for senior leadership of all company applications, including current waivers, risks, audits, and IT controls   Provided requirement needs and tested data quality for platform risk management dashboard   Led and prepared quarterly remediation plans and strategies in the governance risk & compliance   application for control objectives for IT (COBIT), Access Identity Management, corporate audit, and IT compliance Business Systems Analyst Capital One Bank - New Orleans, LA 2007 to 2009 Contracted thru Lofton Staffing]   Conducted/led periodic risk assessments as part of online business solutions team   Participated in Scrum & Agile project activities   Supervised

quarterly COBIT assessments for compliance with IT standards and control objectives Designed remediation strategies and plan for Vice President on failed IT controls for company systems Audited internal problems and supported process infrastructure Used audit findings to implement increased security procedures enterprise-wide Collaborated with audit remediation team to document process and compliance Facilitated communication between managers and other staff to assure compliance with standards Served as Project Manager, Project Business Systems Analyst, and Risk Manager lead to develop business and system requirements for corporate wide projects, including B.E.A.R. (Bank Electronic Access Request) and C.A.R.E (Capital-One Access Request Engine) for use enterprise wide Facilitated meetings to define business and system requirements Served as lead in documentation processes, procedures, vendor agreements, technical writing and preparation of audit for online business solution Business Analyst Pan American Life Insurance Company - New Orleans, LA 2001 to 2005 2006-2007 Run SQL queries from the data warehouse via Access and performed parallel testing against sales management reports prior to distribution of reports and upgrades Trained employees in both English and Spanish in the use of company applications and software Provided technical support on Ingenium System 6.2 to company business units Implemented custom designed software to meet end-user requirements Created and maintained administrative procedures and processes for Ingenium System 6.2 Operated Microsoft Windows NT server to retrieve data, archive reports, and document findings Quality Assurance testing on all systems prior to IT releases/upgrades Created and maintained MS Access Database to log status of all issues Education Bachelor of Arts in Philosophy University of New Orleans - New Orleans, LA Skills DATABASE, RELATIONAL DATABASE, SQL, SQL QUERIES, COBIT, EPIC, SHAREPOINT, C++, MAGIC, VISIO, INGENIUM, VAX, DATABASE MANAGEMENT, EXCEL, GROUPWISE, MICROSOFT OFFICE, POWERPOINT, WORD, FRONTPAGE, MICROSOFT FRONTPAGE, Strategic Planning, Exchange, Network Administration Additional Information Computer Skills Windows (all versions), IMac, Microsoft Office (Word, Excel, Access, PowerPoint, Visio, Project, One Note), Relational Database Management, Microsoft FrontPage, GroupWise, C++, Dos, various web browsers, SQL Servers,

SQL Queries, Excel Power Query, Crystal Reporting, QuickBooks, Vax   Medical: Financial: Insurance: Practice Velocity   Test Director 8.0   Ingenium 6.2   NextGen   GRC   Quick Pro EPIC   Knowledgelink   Seagate Analysis   Sharepoint   HP Service Desk   Sharepoint eSignInSheet   Sharepoint   LifeComm   Webex   Touchpoint   Magic 7.0   Skype   Microsoft Meeting   WorkPlace   Ricardo Guillen (guillen.ricardo@gmail.com)   Jabber Video   Scrum Meetings Manager Conference   Test Director   Knowledge of Control Objectives for IT (COBIT): Framework for IT Governance and Control   SQL Data Reporting   Installation of computer software and hardware   Configuration of network communications within various platforms/operating systems   Ricardo Guillen (guillen.ricardo@gmail.com)

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