Operations Support Analyst Operations Support Analyst IT Business Analyst Houston, TX Results-driven IT professional with multiple years of demonstrated success designing, implementing, and managing large scale corporate IT solutions while consistently meeting critical deadlines. Team oriented and solutions-focused technical leader with excellent communication skills and proven ability to resolve complex issues and manage numerous relationships. Authorized to work in the US for any employer Work Experience Operations Support Analyst Praecipio Consulting - Austin, TX December 2019 to Present   Actively audit 50+ client environments for vulnerabilities, patches, and opportunities for optimization IT Security and Compliance Analyst EZCORP - Austin, TX August 2018 to September 2018   Orchestrated the implementation of 500+ Request for Changes (RFCs) throughout the U.S., Canada, and South America   Identified best practices from internal and external departments to recommend improvements in cost reduction, efficiency, and process effectiveness goTransverse - Software Support Engineer Austin, TX December 2017 to May 2018   Served as the ultimate owner of all client-facing operations for each distinct company utilizing goTransverse's SaaS billing solution   Identified, diagnosed, and remediated software errors and client pain points for 25+ multimillion dollar corporations IT Staff Auditor Plains All American Pipeline - Houston, TX October 2017 to December 2017 Planned and executed IT and Operational audits complying with IIA (Institute for International Auditors) standards, SOX requirements, methodologies, and best practices   Interacted with various customers, associates, management, and other personnel to define areas of opportunities for continuous improvement in the effectiveness of the audit process IT Business Analyst LyondellBasell Industries - Houston, TX August 2016 to July 2017 Global Corporate Services Group   Managed the entire end-to-end second quarter $330K enhancement operation by overseeing 16 customer solution leads throughout the process, ensuring that each individual was aligned with business demand and met all deadlines successfully   Directed a team of individuals from multiple business units to design, develop, and implement a standardized company code setup template to be used globally throughout LyondellBasell that reduced company code setup time by 75%   Refined the process of ticket remediation through improving incident visibility, conducting user training on leveraging new

technologies, and implementing new ticket metric capabilities   Information Protection, Architecture, and Compliance Group   Mapped LyondellBasell's security events capture logic through individual log transmission paths   Developed ten governance principles for third-party application solutions to ensure compliance with LyondellBasell standards   Tested five Sarbanes-Oxley and ISO 27001 controls in scope for yearly third-party audit   Facilitated the construction of a security operations center (SOC) SharePoint to house processes and procedures key for establishing and maintaining a global 24/7 SOC   Expanded LyondellBasell's Nessus internal network vulnerability scanners to include new sites and acquisitions   Data Analytics Group   Parsed IIS logs utilizing R to provide metrics on LyondellBasell's web pages and conveyed these insights to management through Power BI   Developed three RStudio user training guides   Participated in an assessment of LyondellBasell's North American olefins division with the goal of enabling the business unit to make better decisions through leveraging data-driven solutions IT Technologist Intern LyondellBasell Industries - Houston, TX June 2015 to August 2015 Global Network Operations Group   Saved $115K through consolidation of equipment, removal of equipment, and implementation of new technology   Orchestrated the planning, purchasing, configuration, and installation of network infrastructure on a site-wide basis   Global Collaboration Group   Designed and deployed company digital signage solutions across 28 global sites   Saved $7.5K by developing custom XML applications for GoalZERO TV   Transitioned the Houston Refinery onto the globally standardized GoalZERO TV template   Trained and supported content managers in the use of the new Appspace system   Saved $50K annually by migrating the Houston Refinery off legacy digital signage system   Assisted in the upgrading of the global Cisco Unified Collaboration Manager system   Migrated voice and video infrastructure onto single standardized global system Education Bachelor of Business Administration in Management Information Systems The University of Texas at Austin - Austin, TX May 2016 Skills ASP, SHAREPOINT (Less than 1 year), NESSUS (Less than 1 year), POWER BI (Less than 1 year), BI (Less than 1 year) Additional Information Computer Skills: Kibana, Visual Basic, SAP, Men & Mice, Tenable Nessus, BMC, RSA Archer, SQL, C#, Python, R, Power BI, Tableau, HTML, Bootstrap, Visual Studio, Oracle SQL Developer, ASP.NET MVC 5, Enthought

Canopy, RStudio, Weka, MS Visio, MS Project, MS SharePoint, MS Office (Word, Excel, PowerPoint, Publisher, Outlook)

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