ANDREW CALDWELL

6 Glade Ave Baltimore, MD 21236 · 667-207-4685
acaldwell1986@gmail.com · andrewcaldwell.me

EXPERIENCE

UNIFIRST CORPORATION

IT RISKS AND CONTROLS ANALYST   **MAR 2022 – PRESENT**

- Coordinates with Internal and External Auditors for document request lists, walkthroughs, testing, evidence, deficiency, and remediation tracking to support weekly, monthly, quarterly, and yearly audit commitments.
- Leads a Security Advisory Board which reviews changes to role access for our primary billing application as well as individually granted access monthly.
- Manages Changes Advisory Board weekly. Review all changes to ensure they have the appropriate information. Send out Results of each CAB and update the Change Calendar.
- Acts in an advisory and training capacity in the development, implementation, and maintenance of IT controls. Advises and collaborates on projects by providing IT Controls expertise.
- Partners with control owners to develop and manage remediation plans for IT risks and supports IT teams with remediation actions.
- Assists in the development and ongoing maintenance of policies, procedures and documents required to maintain PCI and PII compliance.
- Facilitates security and controls assessments for 3rd party vendors and technologies and completes application access and access control audits.
- Conducts periodic reviews of information security policies, procedures, procedures and prepares reports of findings to be reviewed by management.
- Documents systems, processes and controls using narratives, flowcharts, and procedure documents.
- Leverages GRC software to support compliance management, controls testing and assurance findings.
- Creates and administers reporting mechanisms and KPIs for compliance performance management.
- Assists with coordination and tracking of SOX IT General Controls activities (internal controls testing, external audit, etc.).

CLEARVIEW CONSULTING, IT RISK ADVISORY

SENIOR IT CONSULTANT   **FEB 2018 – OCT 2021**

- Served as primary auditor and project manager for several audits involving enterprise application systems and infrastructure components such as databases, operating systems, networking servers, data centers, and messaging platforms.
- Assisted the Information Security and Compliance department with the coordination of external audits and certification assessments. Acted as a liaison between external auditors and assessors alongside internal process owners to provide detailed responses to various requests.
- Provided end-to-end project management for clients to ensure compliance with Sarbanes-Oxley 404 IT General Controls requirements, including implementation of SOX IT programs for pre-IPO companies.
- Led and provided support for cybersecurity assessments and audits utilizing recognized frameworks such as HIPAA, SOC 2, NIST, CMMC, ISO27001, and CIS Top 20.
- Coordinated with Cybersecurity team and interacted with end users to gather requirements, perform troubleshooting, and aid with the creation of Splunk search queries and dashboards.
- Analyzed and performed data cleansing using Python to summarize vulnerability scan results and ticketing system information for audit reporting as well as the generation of KPI dashboards for management review.

- Supported the cybersecurity and compliance practice of a key client by performing weekly access and change reviews using data generated from custom PowerShell scripts and JIRA ticket artifacts.
- Managed and updated the work papers for Microsoft SQL Server and Azure code reviews impacting production changes to critical financial systems and documented the results in ServiceNow.
- Assisted and coordinated the development and updates of IT and Security Standard Operating Procedures (SOPs) and contributed to governance and policy updates.
- Performed vendor management activities including preselection, scoping and risk assessment, initial due diligence, evaluation and reporting, ongoing due diligence, and ensure the company's internals are adapted to mitigate new risk associated with vendor's solution.
- Supervised and reviewed audit testing work papers completed by senior, staff and interns while providing technical feedback to subordinates and attending regular team meetings to discuss growth and challenges.
- Certified by Workiva to implement Wdesk database software and assisted with the implementation at five external clients including requirements gathering, data migration, and post-implementation support.
- Executed walkthroughs, testing, and remediation for IT entity-level controls, IT general controls, automated application controls and interfaces, and key reports/IPE.
- Developed business process maps and narratives including integration of key people, technology, and control points to identify design gaps, process risks and improvement opportunities.
- Established strong knowledge base of business process areas such as logistics, AP/AR processing and financial management strategies while working in various industries including manufacturing, financial services, and utilities.

UNITED STATES AIR FORCE, SECURITY FORCES

STAFF SERGEANT   **DEC 2005 – JUL 2014**

- Led and participated in several protective service details for the President, Vice President, and as well as other high ranking or otherwise distinguished visitors.
- Established a unit learning center with ten computers and associated resources for personnel to further their professional and personal education.
- Trained and supervised 20 personnel in support of operations critical to national defense.

EDUCATION

B.S. INFORMATION SYSTEMS, TOWSON UNIVERSITY   **AUG 2014 – DEC 2017**

- Graduated with 3.6 GPA and earned Dean's List recognition 6 times.
- Member of alumni veteran group.

CERTIFICATIONS

CERTIFIED INFORMATION SYSTEMS AUDITOR, ISACA   **AUG 2019**

CERTIFIED WORKIVA IMPLEMENTOR   **MAY 2018**

AIRMAN LEADERSHIP SCHOOL, JOINT BASE ANDREWS, MD   **SEP 2011**