Austin L. John

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PROFESSIONAL EXPERIENCE

BNP Paribas CIB – CTO Office – IT Production   **Jersey City, NJ**
Global IT Business Analyst   Jan 2025 – Present
ITAM Project Manager   July 2024 – Dec 2024

- Orchestrated cybersecurity projects for hybrid cloud infrastructure across 14 private & collocated data centers in the Americas
- Audited and remediated security baselines for 27+ tools/technologies hosted on 45,000+ physical & virtual servers
- Delivered over €1M+ in cost savings for CIB Americas by managing several telecom ITAM decom initiatives from end-to-end
- Visualized a €100M+ IT Capital & Operational Expense budget with Power BI, querying real-time data from ledgers to provide and compute KPIs for all CTO office financials

Selected Project Experience: (µ)**Micro-segmentation of all critical/secret applications hosted on Americas infrastructure**

- Successfully integrated a high-impact vendor solution (Illumio) into front-office network production infrastructure (350+ apps)
- Overcame performance impact roadblocks presented by EDGE trading applications that run low-latency services by facilitating the development of workaround solutions, working with in-house developers & network teams
- Established a governance subcommittee for implementation on highly controlled environments (CHIPS/SWIFT), developing risk mitigation plans with application production managers & global IT Risk teams
- Directly facilitated a 30% reduction of P2 production incidents across the region over 3 months by restructuring ServiceNow workflows to incorporate rigorous sanity testing for all network changes & enforce stricter approval timelines for stakeholders

BNY Mellon | Pershing – Investment Management – Pershing PMO   **Jersey City, NJ**
IT Project Coordinator   May 2023 – Dec 2023

- Managed and coordinated changes for 2 critical IT Projects, ensuring production continuity through extensive global collaboration
- Designed a Power BI dashboard to monitor OS version compliance for all (450+) homegrown applications hosted in the Americas
- Liaised with Global PM for regional coordination of a project to increase staff identifier capacity used across ~460 bank applications

Selected Project Experience: **Enterprise-wide remediation of End-of-Life SW & OS for home-grown applications**

- Accelerated timeline by 25% by identifying 15+ shared software constraints between product teams across business lines
- Eased process pain points by automating 75% of action plan reporting for application teams with custom Excel macros/functions
- Visualized datasets from legacy systems deemed too critical to migrate with Power BI and QlikView dashboards, enabling management to make more informed ITAM decisions

EDUCATION & CERTIFICATIONS

Texas A&M University – College of Engineering   **College Station, TX**
B.S. Technology Management, Minor in Business Administration   May 2024

Certifications:

- **CompTIA Security+** certification: Verification ID - ZYQZ2EP61FQQ1R5L (IAT Level II)
- **PeopleCert ITIL 4 Foundations** certification: PeopleCert ID - GR671506197AJ

Undergraduate Achievements:

- **Urban Resiliency.AI Laboratory** – Student Researcher
  - Developed Python scripts to optimize data mining for LLM training in collaboration with Dr. Ali Mostafavi on the project: *Disaster Informatics Solutions: Integrating Human and Machine Intelligence for Resilient & Smart Emergency*

- **Technology Management Directed Studies** – Student Researcher
  - Authored a research paper to be published in the university's first IT journal in Fall 2025, on CI/CD Models integrating ITIL 4 practices securely and efficiently: in collaboration with and under guidance from Dr. David Sweeney

SKILLS & TOOLS

Data/BI: Excel VBA, DAX, Power BI, Qlik, ServiceNow, JIRA, Confluence, SharePoint, Agile, sAFE 6.0, ITIL 4

Cloud/Security: MS Entra ID, AD on-prem, Citrix VM Optimization, MS Intune, CIS Benchmarks, NIST SP-800, FedRAMP, SWIFT

Language/DB: SQL, Python, Linux, C++, MongoDB, Redis, PowerShell/BASH Scripting, Git, R Programming