

Summary

I am a customer service and support professional with risk consultation skills. My attention to detail and organization skills have proven successful in my customer service career. With my proven ability to ask the right questions and analyze my clients situations, I have gained much admiration.

Experience

7/2016–Present –APEX- Wells Fargo Winston-Salem, NC. Operational Risk Consultant

- Assist in compiling information to support RBAC & ABAC methodology to fulfill Audit's requirement for the specific line of business.
- Part of a Tiger team to review privilege access needs for Wholesale lines of business.
- Review and remediate team member's need for privileged access, based on Enterprise policies.
- Working on multiple projects to fulfill regulator mandates from the Enterprise and Federal Government.

12/2011-present----Freelance consultant, Ritz-Carlton Naples

- Consult with clients to optimize presentations for their meetings and events.
- Manage team members to create stage sets on time and under budget.
- Ballroom and convention Audio technician for events and concerts.
- Set design for meetings and events that capture the attendees and Clients

12/2014-6/2015---- Polygon Solutions- CRM Admin Data Coordinator/help desk

- Set up and administration of SQL Instances used for ERP system.
- I created and designed the sales CRM system and Database.
- Creation of SQL procedures for quick reports that monitored inventory and materials that was automated for ease of ordering and shipping.
- SQL Backups and Optimization designed to mitigate risk, and set up for real-time disaster recovery.
- Provided new sales strategies and procedures to maximize client relationships and retention.

Education

AS of Science in Computer Programming and Database Administration
Southwest Florida College, Ft Myers, Florida
Graduated 2012

Technical Skills

ACT! CRM, Risk Consulting, Desktop support, Microsoft Office, Database Administration, Network Administration, SQL Administration. VB.net, Visual C#, SQL 2008/2012, Microsoft Server 2003/2008/2012