Denise Yvonne Quarles

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SUMMARY

Results focused IT professional offering over fifteen years of experience in the information technology industry with expertise in change, project, and problem management.

CORE COMPETENCIES

IT Service Management	Requirements Gathering	Metric Reporting
Project Management	Process Improvement	Coding

PROFESSIONAL EXPERIENCE

GE Digital   **September 2019 - Present**

Staff Lifecycle Engineer- Change Management

- Conduct daily review of infrastructure and application changes in ServiceNow and facilitate CAB meetings
- Communicate changes with major impact to ensure proper awareness
- Evaluate Standard Change template requests for low risk and repeatable changes
- Provide Change Management best practice guidance to teams
- Identify Change Management process gaps and areas for improvement

Wells Fargo   **January 2018- September 2019**

Change Management Analyst

- Created infrastructure and application change requests and facilitated CAB meetings
- Created weekly Change Management metric reports
- Developed and facilitated Change Management training sessions
- Maintained Change Management process documentation
- Provided Change Management best practice guidance to teams
- Facilitated Business Continuity Planning, including creating change requests and communicating requirements needed to support the yearly exercises

Apex Systems   **January 2017- January 2018**

Change Management Analyst Contractor

- Created change requests for infrastructure and application changes and facilitated CAB meetings
- Created weekly Change Management metric report

Macy's Systems and Technology   **January 2016- January 2017**

Change Management Senior Analyst

- Managed the Change Management process for infrastructure and application changes
- Facilitated Change Advisory Board meetings
- Created yearly Change Management calendar that identified when changes could not be conducted without additional approvals

- Created monthly Change Management reporting based on key metrics
- Defined new Change Management processes as needed to support key business drivers
- Provided enterprise education of the change management process, including development of new hire Change Management WBT
- Led Problem Management process to ensure root cause analysis is conducted for incidents related to change

Macy's Systems and Technology   **June 2012- January 2016**

Change Management Supervisor

- Managed the Change Management process for infrastructure and application changes
- Facilitated Change Advisory Board meetings
- Created yearly Change Management calendar that identified when changes could not be conducted without additional approvals
- Created monthly Change Management reporting based on key metrics
- Defined new Change Management processes as needed to support key business drivers
- Provided enterprise education of the change management process, including development of new hire Change Management WBT
- Led Problem Management process to ensure root cause analysis is conducted for incidents related to change

Macy's Systems and Technology   **October 2011- June 2012**

Project Manager

- Managed project scope, risks, issues, scheduling, resources
- Led the identification of functional and non-functional requirements
- Conducted final acceptance of projects with project stakeholders
- Created weekly project status reports

Macy's Systems and Technology   **November 2009- October 2011**

Project Lead

- Conducted Payment Card Industry (PCI) Audit pre-audit review
- Defined key PMO project metrics
- Managed project scope, risks, issues, and scheduling
- Led the identification of functional and non-functional requirements for projects
- Conducted final acceptance of projects with project stakeholders
- Created weekly project status reports

Family Dollar Stores   **September 2008- November2009**

Project Analyst

- Led the identification of functional and non-functional requirements for projects
- Defined key PMO project metrics
- Managed program scope, risks, issues, and scheduling
- Conducted weekly program status reporting

Family Dollar Stores   **August 2005- September 2008**

IT Security Analyst

- Developed annual Information Security Awareness Program and web-based training
- Documented key IT Security processes and policies

- Conducted SOX Audit pre-audit review
- Defined process for virus handling and mock drills

EDUCATION

University of North Carolina at Charlotte

Master of Science Degree in Information Technology **December 2006**
Bachelor of Arts Degree in Computer Science **May 2005**

CERTIFICATION

ITIL v2 Certification **2007**
Advanced Business Requirements Gathering Certification **2006**
Business Requirements Gathering Certification **2005**