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**