

Bill Feng

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EXPERIENCE

Senior Risk and Regulatory GRC Consultant

September 2020 – Current

PricewaterhouseCoopers

San Francisco, California

- Led GRC engagements and enabled enterprise integrated risk programs valued at over 5 millions.
- Prioritized MVP features and built proof-of-concept for cross-functional stakeholders to balance complex regulatory requirements, business needs, and technical capabilities.
- Managed solution development to ensure alignment with stakeholder requirements, build products with user-centric design to drive product adoption.

Strategy & Operations Consultant

PricewaterhouseCoopers

- Optimized the issue management workflow, leading to increased scalability and efficiency by 20%.
- Spearheaded automation effort and custom feature enhancements, resulting in a \$400,000 contract renewal.
- Defined and prioritized feature requests to support enterprise scale strategic goals and changes.

Generative AI Adoption and Center of Excellence Specialist

PricewaterhouseCoopers

- Gen AI Committee - Develop prompts and drive generative AI user adoption across practice.
- Center of Excellence Committee - Rebuild COE capability to enable higher quality project execution.

Software Quality Analyst

June 2018 – December 2019

Electric Power Research Institute

Palo Alto, California

- Collaborated with project managers and developers to identify project testing scope and procedure to perform quality tests weekly.
- Analyzed data for consistency, measured deliverables against SOW, resolved software testing results, and provided remediation recommendations to the project team.

SKILLS

- **Tooling:** ServiceNow, QuickBase, OneTrust, Workiva, Archer, Audit Board, Tableau, Mural, Lucid Chart, Bug Tracking Software, Microsoft 365 and Google Suite, CRM, ETL Tools
- **Risk & Compliance Skills:** Integrated Risk Management; Business Continuity Management; Third-party Management; Risk Assessment; Issue Management; Governance, Risk & Compliance; Regulatory Compliance; Risk and Controls; Audit Lifecycle
- **Relevant Skills:** Strategic Planning, Stakeholder Management, Process Improvement; End-user adoption; Roadmap Development; Program Management; Project Management, Enterprise System Integration
- **Technical Skills:** SQL, Python, Java, JavaScript, PHP, HTML, App Script, Data Warehouse, REST API
- **Certifications:** ServiceNow IRM Risk and Compliance Implementor (CIS) | ServiceNow System Administrator (CSA) | Certified Associate in Project Management (CAPM) | OneTrust Privacy Professional

EDUCATION

San Jose State University: Bachelor of Science in Business Administration

Major: Management Information Systems

Minor: Computer Science