

GUSTAVO GARCIA

Information Technology Operations

Brandon, FL 33510

gustavo.garcia89@outlook.com

321-440-1323

A position where I can utilize my financial and technology skills, education and experience.

Willing to relocate: Anywhere

Authorized to work in the US for any employer



WORK EXPERIENCE

Information Technology Operations

JPMorgan Chase & Co. - Tampa, FL

October 2017 to Present

Controls user logical access to organizational resources within business applications, according to pre-set of system rules and policies. Controls users on privilege/emergency access request to ensure these activities are monitored and approved. Maintaining knowledge and understanding of internal processes, procedures and IT control policies. Performing security and changes control related tasks in compliance with the Information Technology Control Policies, standard operating procedures and reference documentation. Appropriately document and highlight any potential risk concerns identified, escalating to management as appropriate. Responds to Service Manager incidents and ensure tickets are completed within the firm's documented SLAs for priority/severity impacts. Communicates with global peers across CT focusing on service delivery improvements and process. Maintains good rapport with lines of business. Ensuring communication is customer-focused and professional. Progress personal objectives, as agreed with your manager, within the documented time scales. Improves current processes and drive positive change in: controls, data quality and regulatory compliance. Manages any ad hoc compliance and security-related projects as required by management

National Agency Workflow Coordinator/Accounting Analyst

Stewart Title Guaranty Company - Tampa, FL

February 2016 to Present

Tracking and maintaining daily productivity reports, monitoring department volumes and workloads. Scheduling assignments, developing plans for staffing needs, coordinating weekly production meetings and handling escalated issues within the department. Also in this position I oversee various segments of the departments accounting functions such as: Coordinate accounting matters; assist in budget analysis and financial forecasting. Assisting in maintaining the general ledger in accordance with GAAP. Compiling and analyzing monthly/quarterly accounting activities and Preparing and ensuring financial statement accuracy.

Systems Analyst

nSymphony - Clearwater, FL

December 2015 to February 2016

Worked with a proprietary program called Resware made by Adeptive Software. I managed all issues, features and releases for our clients. I developed solutions by preparing and evaluating procedures and processes which in turn creates solutions for the complex issues our clients have. I provide testing, documentation and maintain any upgrades and or roll

ups needed by our clients. I work closely with clients to anticipate their needs and concerns by providing them with preventative solutions

Escrow Officer

Bay National Title Company - Clearwater, FL

December 2014 to December 2015

Prepared real estate transactions for closing, gathering all details needed which include reviewing title commitments, municipal lien searches and HOA estoppels; preparing closing packages for execution by buyer and seller and ensure all requirements have been fulfilled by all parties to consummate the transaction.

Accomplishments

Promoted April 2014 from Escrow Associate to Escrow Officer

Leave of Absence Coordinator

Sedgwick - New Albany, OH

March 2013 to December 2014

Analyzed reported Family Medical Leave (FMLA) requests; to make determinations based on state and federal regulations; to ensure that on-going claim management is within company service standards and industry best practices.

Coach

DISH - Hilliard, OH

February 2012 to March 2013

Responsibilities included training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems. Facilitated team meetings to ensure effective communication and that all team members had the most current information available to ensure that department's performance requirements were met. Analyzed and communicated department results and goals with the team for example sales, productivity, QA and attendance.

Account Manager - Composites SE

Nexeo Solutions - Dublin, OH

September 2011 to March 2013

Maintained internal sales accounts by developing a customer business rapport with the customer to gain trust and interest in products. Occasional inbound/outbound communication to place orders for customer needs.

Assistant Auditor II

Columbus City Auditor's Office - Columbus, OH

June 2006 to September 2011

Examined and analyzed accounting records for 47 departments, to determine financial status of the local government and preparing financial reports used to determine operating procedures with the information gathered.

Technical Support Representative

Verizon FIOS/ TelePerformance USA - Columbus, OH

November 2010 to June 2011

Answered inbound technical and customer service calls from internal and external customers for Verizon FIOS services. Provided technical support service through one-contact resolution and assisted customers with their billing and payments .



EDUCATION

BS in Biomedical Engineering

The Ohio State University - Columbus, OH

June 2007 to July 2012

Technical Degree in Business Administration

Eastland-Fairfield Career and Technical School - Groveport, OH

August 2004 to June 2007

High School Diploma

Groveport Madison High School - Groveport, OH

August 2004 to June 2007



SKILLS

- Report writing, Inventory Management, Legal Research, Sales, Microsoft Office Certified Specialist, Public Notary (commission expires Oct 6 2019) (10+ years)
- Resware (2 years)
- Bilingual (Spanish)