GENE REYES

Bay Area, CA 94080 • Geneve.Reyes@gmail.com

EXPERIENCE

2015 – Present	Pacific Gas and Electric Company	San Francisco, CA

Business Analyst | Customer Energy Solutions   *2018 – Present*

- Analyze and aggregate customer data from various sources to assess how to appropriately allocate $26m fund, in the form of credits, to existing non-residential electric clients through the California Industry Assistance program which promotes the use of clean energy and reduction of greenhouse gases
- Co-led and contributed to designing and outlining operating procedures and credit processes, meeting with internal stakeholders: accounting, billing, finance, legal, regulatory affairs and IT, mapping out the entire workflow in Visio, and documenting in an internal Wiki
- Implemented continuous improvement processes on the handling, cleansing, and storage of sensitive customer data, which reduced time in the handling of customer data by about 3-4 days per incident
- Analyze ad-hoc requests using SQL, Excel, and Tableau visualizations, for non-residential customers relating to General Rate Case decisions

Cyber Security Controls Assessor | IT Compliance   *2017 – 2018*

- Audited financial systems and processes, and performed comprehensive testing, across the organization, to validate compliance with Sarbanes-Oxley (SOX) Act evaluating change management processes, customer billing transactions, systems development life cycle (SDLC), access management, and other financially impacted workflows as defined by the Securities and Exchange Commission
- Led the implementation of new and updated SOX security controls on SAP Ariba, a procurement, spend management and supply chain cloud-based solution, which handles financial data directly, reducing security vulnerabilities and risks in operation processes
- Facilitated many discussions and meetings across teams and departments, also accessing various tools such as SAP HCM, Oracle Access Management systems, and Oracle Billing, to clearly capture requirements and document auditing process for each team, which ensured that every department would understand the necessary requirements and location of needed documentation in future audits
- Maintained strong business relationships and rapport cross-functionally with system and business owners, tactically communicating audit requirements and any potential corrective actions, in the case of process or system deficiencies

IT Compliance | IT Rotational Development Program   *2016 – 2017*

- Gathered and drafted requirements for an IT compliance tool project, conducted over a 6-month period as part of the IT Rotational Development Program, that kept track of compliance deficiencies and corrective action items
- Designed and built a tracking database for IT compliance corrective action items using Microsoft Access

Solution Architecture | IT Rotational Development Program   *2016*

- Supported the Customer Care organization, for a 6-month period as part of the IT Rotational Development Program, to create qualitative project health reports for a project health and status check initiative
- Designed Visio diagrams of the Customer Care organization and it interacted with different departments and systems, which was utilized as an input into ongoing business projects
- Developed a RACI which outlined roles and responsibilities, rules of engagement, and created training documentation for best practices when starting new IT projects, during a critical department re-organization

- Evaluated payroll data for 43,000 employees and pensioners for various ad-hoc queries such as: tax reporting, deductions, and payroll processing, in addition to other SAP and tax related projects for a 7-month period as part of the IT Rotational Development Program
- Configured and validated SAP tax reporter functionalities for tax insourcing project that led to cost-cutting and streamlining of enterprise-wide tax filing capabilities, removing the need to outsource the management of W2s and 1099s to a 3rd party, and managing that work in-house
- Performed component and user acceptance testing for a structural authorization project which simplified the enterprise-wide temporary job placement process by ensuring there was a clear HR decision tree when a full-time employee or contractor transitioned from a position, removing negative impact to relevant department

2012-2015   **ZS Associates**   **San Mateo, CA**

IT Operations Assistant

- Provided technical solutions through careful root-cause analysis and effective communication to approximately 160 customers face-to-face, working under tight deadlines, and collaborating with C-level management for ad-hoc projects
- Supported a project which impacted 100+ customers, of a laptop refresh which spanned 6 months, involving planning, scheduling and ensuring that customer productivity was not impacted before, during or after
- Received recognition for meeting and exceeding customer service expectations

2009-2012   **Spinal Diagnostics and Treatment Center**   **Daly City, CA**

Technical Support

- Created a first-level desktop support desk which supported 30 healthcare professionals and surgeons, in-person for immediate and urgent needs, in a fast-paced environment
- Headed policy and procedure projects to avoid failing regulatory requirements (Medicare, State, HIPAA, etc.), which could have led to the clinic shutting down; researching, drafting, and implementing state and federal compliance requirements for audits, resulting in the continuation of business operations

EDUCATION

San Francisco State University   **San Francisco, CA**

Bachelor of Science - Business Administration, Information Systems (2015)