**Technical Skills**

**Application Suites:**

* Microsoft Office (XP, MS Visio, MS Project, Word, Excel, PowerPoint), Microsoft SharePoint,
* HP Service Management suite (Incident Management, Change Management, Request Management)

**Operating Systems:**

* Linux (Red Hat), IBM Mainframe (JES2/JES3), IBM (iSeries AS400, Z/OS)

**Email:**

* Outlook (XP), Lotus Notes

**Security Solutions (Monitoring and Auditing Tools):**

* Vanguard Integrity Professional’s Advisor, Vanguard RACF Administrator(VRA) ,Pentasafe, NETIQ**,**

Bsafe/Global Security for iSeries, eTrust Access Control for UNIX

**Legal Compliance:**

* Sarbanes-Oxley (SOX), PCI

**Software:**

* Microsoft Active Directory 2000/2003, Microsoft Project 2003, Citrix Desktop

**Application Monitoring/ Scheduling Tools:**

* UC4, CA7, CA Wily, Control-M Enterprise Manager GUI, HP Openview

**Remote Access Solutions:**

* Axent Defender 5 Token, F5/Firepass VPN

**Professional Experience**

**TEKsystems at Walt Disney World (WDW) 10/2011 – Present**

**Technical Analyst – Application Operations Center**

* Monitor job cycles for successes and failures in UC4 for multiple applications.
* Monitor Incident Management queues in HP Service Manager to escalate failed jobs.
* Create process documentation to support UC4 monitoring and scheduling.
* Perform modification of application schedules.
* Monitor application availability/functionality utilizing CA Wily.
* Perform problem resolution and escalation procedures of Incident Management requests to the Level 2 and/or the DREAMS application team.
* Attend Change Management meetings.

**Business Analyst**

* Led multiple Webinar Training sessions utilizing WebEx for the System Administrators to deliver application level documentation for the transition to our new outsourced supplier.
* Worked with multiple application owners and vendors to provide over 2,500 documents to our new outsourced supplier.
* Performed analysis of over 500 WDW applications, and documented run books for each application.
* Provided metrics and status reports during the Run Book process.
* Responsible for working with application owners and vendors to begin the migration from an existing DR site to our new DR site
* Gathered requirements, analyzed data and provided consistent documentation and deployment of policies and procedures for the new infrastructure to system administrators and the operations team. Utilized extensive experience and judgment to plan and accomplish goals.
* Implemented project management principles for managing assigned tasks from conception to completion.
* Partnered with all required Business Unit participants through constant communications and conferences to thoroughly understand existing services, and collaborated on future integration in the environment.
* Researched and documented methodology leading to the creation of a department-wide Master run book to be utilized with our new vendor and application teams.
* Participated in meetings, observed, rationalized and interpreted discussions and built a variety of business policies and procedures using process flows and other models to capture and share outputs.
* Provided interim discussion notes, directional agreements, and operational processes that were important to the success of the Walt Disney Parks and Resorts Service Design, Transition & Operations Team.

**Convergys Corporation 6/2000 – 12/2010**

**Security Analyst – Information Security**

* Performed security event monitoring on multiple platforms to reduce logical access findings. This was accomplished by utilizing various Security tools per specific platform.
* Conducted access audits to ensure compliance with Security Polices (SAS70, PCI) and served as a liaison with both internal and external auditors.
* Developed and maintained an expertise for system security requirements, policies, processes and tools.
* Led and served on project teams in support of security related polices.
* Provided business process management and business requirements of the customers and translated them into business and technical documentation that were used to create support documentation across multiple teams.
* Performed information system security access administration tasks of intermediate complexity for multiple platforms.
* Served as subject matter expert providing transition of processes and documentation from our offsite groups and also from internal groups where we performed centralized processing for Audits, and Security Administration processes.
* Served as liaison between Business Units, Clients and the Information Security Group in a global environment.
* Trained and mentored clients, internal staff and team members in the Information Security group on procedures and provided technical assistance in resolving security related issues.
* Supported the administration of Digital Certificates for the System Administrators to install and created Purchase orders for Digital Certificates.
* Coordinated and implemented Change Management requests within our team and other technical groups. This was achieved by submitting requests for Change within our team and testing changes completed by the other technical teams to ensure we were able to successfully log into the Security tools and perform function tests of the tools.
* Successfully worked on a project to transition 4,000 users (in house staff and client users) to a new Remote Access technology. This was completed by performing project management principles.
* Formulated a Troubleshooting guide to simplify the Service Desk transition to the new Remote Access technology by collaborating with the Network System Administrators, Service Desk personal and other Business Units. remote relate/Knowledge of Active Directory, DNS, and Firewall in an enterprise environment
* Performed troubleshooting for Remote Access issues and by having knowledge of Active Directory, DNS and Firewall and reviewing Network logs.
* Participated in Disaster Recovery (DR) exercises. Attended DR meetings and performed DR test functions such as logging into failed over site to ensure the team can function with the stated security tools.
* Worked on an on-call 24x7 basis.

**AT & T Corporation 1/1984 – 5/2000**

**Security Analyst – Information Security**

* Performed Access Administration on multiple Operating systems including MVS and UNIX servers.
* Supported Remote Access User ID provisioning.
* Established and maintained extensive customer contact in a global environment.
* Managed validation process projects to maintain access controls.
* Defined and Implemented processes per project requirements.
* Worked with technical staff to provide requirements for report automation.
* Troubleshoot and resolve security related inaccuracies across multiple platforms.

**Application Technical Analyst**

* Technical Analyst responsible for supporting multiple applications on various Operating Systems for job flow scheduling and job abend resolution.
* Monitored batch cycles to completion,
* Worked with multiple application development teams to create, schedule and modify batch cycles.
* Supported and maintained application software in the areas of evaluation and installation and release management.
* Coordinated and implemented Change Management in collaboration within the Technical Application Group and various technical teams within the Data Center and Business Units.
* Developed and documented methods and procedure manuals.
* Worked on multiple Data Center consolidation projects with various Data Center groups for site closures.
* Worked on an on-call 24x7 basis.

**Education**

* Project Management Associate’s Certificate
* ITIL Foundation Certification (Pending)
* Business Consulting Certificate