

Career Profile

Seasoned cybersecurity operations professional with over ten years of experience skilled at leading and supporting engagements to optimize operational performance and to maximize organizational productivity. Adept at baselining, designing, streamlining, redesigning and realigning critical core processes to reimagine operating models and digitize service functions. Demonstrated ability to source, elicit, evaluate and envision internal and external industry-specific data and to devise and deliver objective conclusions and recommendations that guide and sustain informed client decision-making. Collaborate effectively with diverse stakeholders at all levels to navigate critical junctures, identify novel opportunities, reduce systemic complexity, engineer innovative capabilities, and deploy tangible solution designs that generate sustainable value and deliver quantifiable outcomes.

- Project Management
- Business Process Mapping/BPMN
- Data Analysis/Business Intelligence
- Workflow Management
- Process Improvement/Reengineering
- Systems/UI Design
- Knowledge Management
- Risk Management
- Organizational Design

Professional Work Experience

Consumer Financial Protection Bureau (CFPB)

Jan 2017 to Present

※ Chief Information Security Officer (CISO) Cybersecurity Operations (CyberOps)

Apr 2022 to Present

Cybersecurity Operations Specialist

Washington, DC

Support the Chief Information Security Officer (CISO) Cybersecurity Operations (CyberOps) leadership by leading and managing technical and operational projects to strengthen Bureau cybersecurity posture.

- Define and lead cross-functional teams for various software implementation projects to assist CyberOps in achieving strategic cybersecurity operational initiatives.
- Manage cybersecurity operations policies and procedures development and maintenance processes to ensure process standardization and compliance with Federal and Bureau policies.
- Maintain CyberOps SharePoint to ensure centralized nexus for knowledge management.
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※ Supervision, Enforcement and Fair Lending (SEFL)

Jan 2017 to Apr 2022

➤ SEFL Front Office (FO)

Mar 2021 to Apr 2022

➤ SEFL Office of Supervision Examinations (OSE) Headquarters (HQ)

Jan 2019 to Mar 2021

➤ SEFL Office of Fair Lending & Equal Opportunity (OFLEO) Front Office (FO)

Jan 2017 to Jan 2019

Management and Program Analyst

Washington, DC

Supported the Supervision, Enforcement and Fair Lending (SEFL) leadership by leading and supporting ongoing core projects and initiatives to strengthen operational & organizational performance and information systems access compliance.

- Managed transmission of all SEFL-authored public-facing documents to various internal Bureau staff for their review in order to ensure the consistency, accuracy, and transparency of Bureau's message.
- Lead from project baseline and scoping to closeout various concurrent core enterprise-wide business, financial and technology portfolio of programs, projects, products, and processes to include operational process improvement, business intelligence, data analytics, organizational development, technology application development and workforce sustainment to achieve strategic and business goals and outcomes.
- Managed playbook development, update & quality control review processes and develop & maintain new & existing current-state playbooks to ensure process standardization and prominence.
- Maintained budget and project intelligence dashboards utilizing Tableau on a weekly basis to visualize data to inform senior management decision-making.
- Ensured compliance with Federal Reserve Office of Inspector General report recommendations by conducting assessments of supervision examination software (Salesforce) & network access and developing & maintaining technological access policy review procedures on a continual basis.

Additional Work Experience

Integrated Systems, Inc. (ISI) , BPR Analyst (Contractor), Washington, DC	2016 to 2016
Cognizant Technology Services , Consultant (Contractor), Arlington, VA	2015 to 2015
Cigna , Business Process Engineer (Contractor), Arlington, VA	2014 to 2014
ICMA-RC , Analyst (Contractor), Washington, DC	2013 to 2013
Deloitte Consulting LLP , BPR Analyst (Contractor), Alexandria, VA	2012 to 2013
Leidos (f/k/a SAIC) , Senior Business Process Analyst, McLean, VA	2011 to 2012
Booz Allen Hamilton (BAH) , Senior Consultant, McLean, VA	2010 to 2011
Federal Energy Regulatory Commission (FERC) , Washington, DC	2002 to 2010
➤ Energy Industry Analyst	2005 to 2010
➤ Organizational Process Consultant (Detailee)	2004 to 2005
➤ Public Affairs Specialist (Detailee)	2003 to 2004
➤ Accounting Policy Analyst	2002 to 2003

Military Experience

United States Army (USA) , Active Duty, Honorable Discharge, Specialist (E-4)	
➤ MOS 13R Field Artillery Target Acquisition Radar Operator	1992 to 1996

Education

University of Texas at San Antonio (UTSA) Carlos Alvarez College of Business	San Antonio, TX
▪ University of Texas System Consortium Online Master of Business Administration (MBA)	2004
▪ Bachelor of Business Administration (BBA) in Accounting	2001
▪ Bachelor of Business Administration (BBA) in Finance	2001
▪ Bachelor of Business Administration (BBA) in MGT with International Business Concentration	2000

Professional Certifications

CySA+ , Credential xxxx, CompTIA	2025
Security+ , Credential xxxx, CompTIA	2024
Project Management Professional (PMP) , Credential #2177473, Project Management Institute (PMI)	2018

Technical Skills

Python, PowerShell, Splunk, Qualys, Jira, Tableau, Excel, Qualtrics, Access, Salesforce, Word, PowerPoint, Visio, Project, SharePoint, Blue Works Live, iGrafx, SQL, SharePoint Designer and Adobe Captivate