

Michelle Margarita Abreu

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EDUCATION

CUNY Bernard M. Baruch College | New York, NY

Ad Hoc Major: Digital Design and Theory (Computer Information Systems, Graphics, & Philosophy of Science)

- Minor in Black & Latino Studies
- Graduation: May 2021

Relevant Coursework

- Data Mining for Business Analytics
- Marketing Analytics
- Corporate Design
- Web Design
- Object Oriented Programming I & II
- Digital Interactivity

Awards & Honors

- Ellen Knowles Harcourt Scholar
- AnitaB Scholar (Grace Hopper Celebration)

Leadership & Professional Development

- President of FemCode | **2019-2020**
- Vice President of FemCode | **2018-2019**
- Facebook Above & Beyond CS | **2019**
- Google Virtual Bootcamp | **2019**

SKILLS

Spanish - Business Level Speaking, Reading & Writing, Agile, Network and Integration, UI/UX Design

Programming:

HTML | CSS | JavaScript | React | R | Python | Swift

Technologies:

Tableau | Rapid Miner | Excel | Adobe (Photoshop, Illustrator, Xd, InDesign) | PowerPoint | Power BI

EXPERIENCE

Associate Program Manager, PM Advisory & Execution | CITI

New York, NY

Jul 2022 – Present

- Support the enterprise-wide implementation of the California Privacy Rights Act (CPRA), providing PM oversight and status reporting over a portfolio of several programs representing the core businesses and functions.
- Provide reporting or analysis of data across key deliverables, including the identification and remediation of issues and audit items for the Wholesale Credit Risk (WCR) Initiative program.

Security Incident Management (SIM) Team Lead | CITI

New York, NY

Jul 2021 – Jul 2022

- Review the details of all reported incidents during a daily call as the 'Peer Review Lead' to determine whether they constitute as a SIRT and the accuracy of the report.
- Be 'On Call' on a bi-weekly basis to assist General Data Protection Regulation (GDPR) SIRTs in order to review the incident in an expedited process to reassign and make changes within the Citi Security Incident Management (CSIM) System.
- Send a daily handover email at EOD containing SIRTs processed that day, SIRTs assigned, points of note, and Peer Review schedule for the following day.
- Track follow-up documentation related to SIRTs throughout the incident lifecycle until closure.

Freelance Web Developer | SCREEN PLAY FOR KIDS

New York, NY

Mar 2021 – Aug 2021

- Developed internal and external application with standards-compliant code emphasis on browser compatibility, accessibility, efficient and optimized JavaScript, jQuery, with HTML, CSS and Bootstrap.
- Developed web site maps, application models, image templates, and page templates that met project goals, and user needs that are up to industry standards.

Summer EIO&T Analyst | CITI

New York, NY

Jul 2020 - Aug 2020

- Worked in weekly Agile sprints involving Data Science, Cloud Computing, Cybersecurity, and UX Design.
- Presented several deliverable models that showcased how Citi could improve both their mobile and desktop applications.
- Provided solutions on how EIO&T can better support the internal customers within the different lines within enterprise.

Network Engineer Intern | VERIZON WIRELESS

Boston, MA

Jun 2019 - Aug 2019

- Supported the management of a scripted tracker by which 5 Switch Engineers efficiently built/upgraded Samsung 4G/5G sites.
- Replicated Excel VBA automation in Python for more optimized tracking of systems and processes
- Worked with Network Engineering for implementation of larger cross-functional 5G Network and integration process.
- Managed BOX database harboring annual customer strategy documents to aid in refining market strategies and resource planning.
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Wireline Engineer (PM) Intern | VERIZON BUSINESS

Basking Ridge, NJ

Jun 2018 - Aug 2018

- Managed the successful implementation of the Low-Cost Internet network build out-of-franchise associated with One Fiber.
- Communicated with ten project managers to update the One Fiber Launch Tracker in time for the LCI launch.
- Tackled work orders/tickets during field work.