

MICHELLE MARGARITA ABREU

WORK HISTORY

Associate Program Manager, PM Advisory & Execution, 07/2022 - Current Citi, New York, NY

- 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.
- Elicit and clearly document business requirements, work effort management, and entitlement management within the Project Management System 2.0 (PTS 2.0).

Security Incident Management (SIM) Team Lead, 07/2021 - 07/2022 Citi, New York, NY

- 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.

Web Developer, 03/2021 - 08/2021 SCREEN PLAY FOR KIDS, Remote

- 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, 07/2020 - 08/2020 CITI, New York, NY

- 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 (PM) Intern, 06/2019 - 08/2019 VERIZON WIRELESS, Boston, MA

- 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.

Wireline Engineer (PM) Intern, 06/2018 - 08/2018 VERIZON BUSINESS, Basking Ridge, NJ

- 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.

-  New York, NY
-  +1-929-332-0293
-  michelle.margarita.abreu@citi.com
-  <https://michelleabreu.netlify.app>
-  <https://linktr.ee/michabreu>

SKILLS

- Spanish - Business Level,
- Agile, Network and Integration, UI/UX Design

Technologies & Software:

- HTML/CSS, JavaScript, React, R, Tableau, Rapid Miner
- Excel, PowerPoint, Power BI
- Adobe (Photoshop, Illustrator, Xd, InDesign)

EDUCATION

Bachelor of Business Administration, Digital, Design & Theory (CIS, Art, Physics) with a minor in Black & Latino Studies 05/2021
CUNY Bernard M. Baruch College - New York

- Capstone Project: Digital, Design, and Theory; explored interdisciplinary collaboration between Computer Science, Art, and Physics to build a personal major.
- **Google UX Design:** UX Professional Certificate
- **Google Digital Skills:** Fundamentals of Digital Marketing
- **Facebook:** Above & Beyond CS Bootcamp
- Ellen Knowles Harcourt Scholarship Recipient
- AnitaB (Grace Hopper) Scholarship Recipient
- President of FemCode
- Relevant Coursework: Data Mining for Business Analytics, Corporate Design, & Web Design