

JOE VARGAS

INFRASTRUCTURE ENGINEER LEAD

EDUCATION

Masters of Arts in English and
Creative Writing
Southern New Hampshire
University-Anticipated 2025
Graduation

Bachelor of Science in
Information Systems and
Computer Science-
Networking
Park University-2015

CONTACT

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CAREER OBJECTIVE

To enable teams and individuals to fully develop into what they can be and to help them be the best innovators and leaders for USAA and our members.

EXPERIENCE

INFRASTRUCTURE ENGINEER LEAD

WDS-Patching & Configuration Management
March 2020 to Present

- Lead the Patching and Config Management team as both Product Owner and Team Lead.
- Develops work strategies for Patching and Vulnerability management.
- Onboards and manages third-party staff.
- Heavily involved with patching compliance documentation for Infrastructure Services and WDS department to include:
 - Writing the Patching Standard and Governing Procedure in use.
 - Providing guidance to department leaders and teams for their documentation.
 - Providing subject matter expertise knowledge for First and Second Line of Defense reviews, as well as audits.
- Currently building new process, procedures and measurements for managing operational configuration management for Windows endpoints.
- Coaches and develops peer engineers with their development plans
- Works within Agile, utilizing Jira, Clarity, and Rally tooling to manage team activities.
- Assist in developing solutions which increase USAA's security through innovative automation strategies.
- Work closely with other partners outside of WDS to guide their remediation activities.

SENIOR SYSTEMS ENGINEER

Client Computing-Patching and O&M Product Owner
September 2018 to March 2020

- Took over Product Owner role.
- Used Agile methodology to ensure that off-shore, near-shore and on-shore remediation teams were properly guided in their activities, making sure they had what they needed to be successful in their compliance activities.
- Built new processes to streamline and standardize the methods for remediating patching issues.
- Expanded testing methodologies, using previous experience to build additional QA steps and engaging with the MSR (Member Service Representative) Lab to decrease risk during patching operations.
- Expanded the team by personally engaging the Global Supplier team, conducting interviews, and onboarding.