**MISAEL PINEDO, MBA**

Mobile: 714-488-2532

Misaelpinedo01@gmail.com

[LinkedIn](https://www.linkedin.com/in/misaelpinedo/)

**PROFESSIONAL SUMMARY**

Individual who excels at providing great customer service and undivided attention to business and technology clients offering public services and customer solutions. Clients range from private to large Fortune 500 businesses. Ability to understand business requirements, functional specifications and designing solutions across the operating model, including process, technology and people. Operates with consulting teams to help document and communicate client value propositions that tie business metrics to operational business improvements and customer outcomes. Works across multiple client functions to document needs and support the formulation of recommendations in order to effect the change needed to achieve and meet strategic objectives. Supports the creation of high-quality client deliverables.

**WORK HISTORY**

Kemper, Jacksonville, FL 09/2019 - Present

Information Security & Third-Party Vendor Risk Analyst

* Perform due-diligence and review of third-party documentation, IT General Controls and quality issues.
* Ensure proper management of processes, legal protection, human resources, assets, physical protection, etc.
* Apply audit and compliance frameworks like HIPAA, HITRUST, ISO 27001, NIST, PCI-DSS, COSO, and SOX.
* Reviewed SSAE-16, SOC 1 and SOC 2 for Confidentiality, Processing Integrity, Availability and Security of data.
* Ensure proper BCP/Disaster Recovery, logical access, physical and environmental controls for data centers.
* Verify SaaS controls, cloud and web applications, antivirus solutions, firewall, encryption and incident response.
* Ensure Disaster Recovery, Testing procedures and ISMS monitoring systems are in place.
* Prepare internal communications, emails, reports, and meetings with business stakeholders and management.
* Provide updates to the senior IT manager and Third-Party Risk team, participate in team meetings and conference calls.

Risk Consultant 08/2018 – 08/2019

Client engagements included:

* PWC – CBRE
* Provided audit and year-end support, risk and internal audit technical services for a global real estate client.
* Collaborated to virtual work environments and provided solutions and recommendations.
* Managed SOC reviews for multiple in-scope and financial applications with off-shore teams.
* Experian
* Reduced regulatory, compliance, security, and technology risk and improved third-party oversight.
* Developed summary charts and diagrams and enhanced existing spreadsheet documents.
* Monitored risk and compliance levels and tracked completion of third-party reviews.
* Amgen
* Performed internal audit reporting, tracking, and validation of user access and groups.
* Created access rights and user profiles for the audit department.
* Edison International
* Provided IT process, risk and controls support during data migration and technology upgrades.
* Developed process flowcharts, narratives and data flow diagrams to identify risks and controls.
* Performed an inventory of hardware and participated in information security training.
* Guidewell
* Provided audit, compliance, business and project support for the parent and subsidiary.
* Prepared control and risk mapping documents, flowcharts and summary reports.
* Reviewed SOC reports and ensured Information Security control requirements were in place.

IT Compliance Analyst, Banc of California, Santa Ana, CA 09/2017 – 08/2018

* Evaluated system requirements, internal controls, banking systems, software applications and production.
* Reviewed role-based access controls; change management systems and application reports.
* Verified corrective action plans were in place and end-to-end processes documentation completed.
* Ensured ITGC, Network, and Core applications were effective and prepared weekly user access reports.
* Assisted the technology department and external auditors with screenshots and database queries.
* Used remote applications and documented the organization tools to manage files and backlogs.
* Reviewed documents for quality and completeness and presented results to corporate management.

Senior Auditor AVP, Global Quality Assurance, Citigroup, Fort Lauderdale, FL 07/2015 – 03/2016

* Prepared quality assurance documents, business requirements, and process improvement artifacts.
* Participated in quality assurance audits of operations, compliance, finance, security, and information systems.
* Ensured banking regulations OCC Heightened Standards, methodologies, and best practices were followed.
* Provided SME recommendations for continuous improvement, process enhancement, automation, and efficiency.
* Collaborated with global teams to find identify risks, root causes, and prevent exposure to company data.
* Translated various documentation from English to Spanish and adapted the content to the local language.

Internal Auditor, California International Bank, Westminster, CA 04/2014 – 04/2015

* Promoted corporate internal audit practices throughout the organization according to IIA standards.
* Interacted with Bank management and provided support during external audits and regulatory examinations.
* Generated work papers and audit reports for executive management and the audit committee.
* Performed validation of internal audit deficiencies and regulatory findings.
* Assisted the organization during its annual risk assessment and audit planning process.

Senior Internal Auditor, Banc of California, Irvine, CA 05/2012 – 09/2013

* Managed the organization’s SOX 404 testing and SOC reviews and supervised a team of 5 audit consultants.
* Oversaw the implementation of database management systems and new application documents.
* Provided training to consultants and senior management and supported external audit documentation.
* Assessed internal controls for accounting, finance, payroll, HR, deposit operations, loan servicing, card processing.
* Documented the audit trail by creating high-quality work papers, audit reports, led client meetings.
* Verified finance and treasury management control documentation such as wire transfers and trading tickets.
* Ensured the accuracy of the LIBOR interest rates and system input matched documentation and approvals.

IT Specialist, Pacific Alliance Bank, Rosemead, CA 01/2011 – 05/2012

* Managed the IT/IS policies and procedures, core system, network applications, licenses, assets, and third parties.
* Prepared the annual information security report, presented reports to the IT Steering Committee.
* Supervised processes such as A/P, G/L, invoicing, month-end closing, reconciliations, certifications, fixed assets.
* Wired funds to correspondent banks for overnight investments. Implemented new web solutions.
* Supported IT applications, hardware, and software and troubleshot issues on-site and remote.
* Collaborated with miscellaneous tasks assigned by the bank’s CFO and Accounting manager.

Audit Associate, Audit One LLC, Buena Park, CA 07/2008 – 12/2010

* Collaborated to internal audits of information security for multiple financial services and technology clients.
* Assisted in testing of internal controls for compliance, operations, finance, accounting, and information systems.
* Collected client data and documentation and prepared audit programs, memos, reports and work papers.
* Performed monitoring and tracking of existing issues, business processes, policies and procedures and risk assessments.

**EDUCATION**

* Bachelor of Science, Computer Science, University of the People (REMOTE) - Expected 2021
* Masters of Global Business Administration, University of Redlands, Redlands, CA 2015
* Bachelor of Arts in Business Accounting, California State University, Fullerton, CA 2008

**TRAINING**

* Google Cloud Platform 2019
* Cyber Security Risk Management for IT Managers, Udemy 2019

**APPLICATIONS**

Microsoft Word, Office, Excel, PowerPoint, Outlook, Visio, SharePoint, Adobe, Skype, Google Suite, Java, Lotus Notes, Envoy, Team Mate+, Google Cloud Platform, Net Beans

**Certifications**

CISA - Pursuing

**Languages**

Fluent Spanish