

VALUE AND EXPERTISE

Operations and finance | Drive operational initiatives, application & infrastructure design, process reengineering, and cost savings

Effective and accountable in high profile leadership roles | Solve complex business challenges and make decisions without 100% of the information by using experience, strong work ethic, and integrity.

Respect and leverage human capital | Build and cultivate diverse talent and global teams through motivation and mentorship. Direct cross functional teams using continuous learning that inspires commitment to the teams vision.

Technology, diversity and organizational ambassador | Passionate representation as a spokeswoman at speaking events, recruiting, and community engagement.

Global Technical Leader with 16 Years IT Experience
Visionary, Strategy, Execution & Leadership
Technology & Business Acumen
Technology Integration
Partnership & Collaboration
Building & Managing Teams
Mentoring & Coaching
Communication & Candor
Quality & Continuous Improvement
Advisory & Decision Support
Site Reliability Engineer

EXPERIENCE

Mastercard | St. Louis

2008 - Present

Vice President: Business Process Improvements, February 2020 – Present

- Lead an Executive Committee as a response to COVID to reduce customer communications while they executed Business Continuity Plans and focus on safety, security, and integrity of our networks
- Developed insights and am driving an executive approved 15 point plan to improve customer communications quality, quantity, and frequency. These changes match customer feedback on pain experienced and seek to drive customer efficiencies and clarity
- Driving an initiative across development, product, data governance, and other teams to make improvements and consistencies in customer application manuals
- Through an internal and external focused customer journey and process map, I am discovering all the points of opportunity for improvement, bringing a focus to tools and automated workflows, and driving cost savings through efficiencies and ticket reductions

Vice President: Business Operations for Fraud & Security Products, January 2018 – January 2020

- Lead a global operations organization of over 100 people through a cultural shift to adopt Site Reliability Engineer (SRE) focus on application design, support, and enhancements
- Drove DevOps functions to automate application deployments, configuration, and recovery from events through all environments by partnering with Dev, QE, and Program Management teams
- Increased uptime of applications by 2% to 98% overall through strong SRE practices that focused on Problem Management & Blameless Post Mortems that engaged all needed parties
- Supported a suite of over 80 integrated applications deployed across 700+ servers responsible for real time detection of fraud in transactions and global threat management
- Data driven approach from operational issues and time spent for support to reduce toil in the system and spearhead operational health initiatives with development teams

- Skilled at hiring top talent to drive a variety of initiatives across my organization
- Partnered with security and compliance teams to ensure PCI and SOC1 compliance and quickly mitigate any security concerns
- Managed multiple vendor relationships for day to day operational support and engagement to deliver new innovations for monitoring and automation, all resulting in cost savings and improvements to application uptime
- Revolutionized the capabilities to validate and monitor applications in production by creating the structure, rules, and relationships to utilize end to end Mastercard production systems. This allowed for higher quality work, fewer incidents, and positive feedback from business partners. The Mastercard President's Award was presented to me in 2019 for this effort

Senior Business Leader (Vice President): Processing Operations, June 2015 – December 2017

- Coordinated with peers across newly integrated Processing M&A's to establish operational consistency
- Lead the Operations Service Desk (OSD) organization; 24x7 Level 1 Support for Processing
- Coordinate the movement of OSD and ATM Support functions to global locations for better event coordination and resolution
- Drove continued improvements for ATM support through process efficiencies, resolving numerous customer complaints and reducing service desk tickets by 15%

Business Leader (Director): Processing Production Support & ATM Tier 2, January 2013 – June 2015

- Stood up a newly formatted team of applications SMEs to drive return to service for customer impacting incidents
- Drove down return to service time on Severity 1 and 2 customer impacting incidents by 15% through:
 - Implementing a more narrow and focused response group with standard processes and questions during impact events to increase MTTR
 - Training front line support staff on applications, functions, purpose, and business needs
- Developed Processing application and business training to enhance organization knowledge
- Enhanced documentation and created ITSM Knowledge Base for alerts to streamline issue resolution
- Coordinated technical reviews of changes to reduce change related incidents by 50% in 2014
- Improved ATM customer satisfaction by consolidating ATM activities, reducing cycle times, and improving stability of the platform

Leader (Manager): Operations Command Center, October 2010 – December 2012

- Monitored Global transaction processing networks and applications, worldwide distribution of servers, and vast array of global applications
- Spearheaded an initiative to integrate the bi-yearly Release scheduling and implementation into ITSM Tools – gains of 1,000 hours per year
- Improved incident ticket documentation quality by 13% in 6 months through persistent: review, education, reporting, and rewards
- Worked closely with customers, development, support, regional Mastercard contacts, and senior management during impacting events to drive resolution
- Successfully managed telecom vendor relationships

Senior Internet Engineer, March 2008 – October 2010

- Dedicated Web Administration 24x7 support for Processing web applications achieving for 98% uptime, meeting customer SLA's
- Designed High Availability applications and procedures for applications with 4 9's SLA's in an industry best practice 3 tier web architecture, designing for resilience and uptime
- Primary point of contact for all technical, development, and customer groups collaborating for change, emergencies, and contingency procedures
- Planned and developed ITSM Job Plans and Procedures for Processing
- IPSoft: 3rd party vendor management utilizing off-short support and automation

TDK Technologies: Mastercard | Missouri

2007 – 2008

Sr. Software Engineer, April 2007 – March 2008

- Provided round the clock support for internal and external applications
- Tracked security vulnerabilities and certificates for 1000+ Apache instances for remediation and patching
- Spearheaded Proof of Concept and RFP of monitoring applications CA/Wily Introscope and IBM ITCAM
- Supported J2EE internal/external sites residing on 1500 web and application servers

ModisIT at DirecTV | Colorado

2006 – 2007

IT Operations – Environment Support, October 2006 – March 2007

- Supported round the clock external facing customer applications
- Built Weblogic 9.2 domains and clustered environments
- Performed administrative tasks such as CPU and heap tuning, tracking bug tickets with BEA, and emergency code deployments to production environment

Level 3 Communications | Colorado

2004 – 2006

Systems Engineer II – Environment Support, September 2005 – October 2006

- Worked with administrators, developers, and support groups to solve high-level application problems
- Involved with the architecture and building of multi-tier Unix environments
- Support and on-call for deployments, websites, networks, and software troubleshooting
- Acted as point of contact for the environment team with developers/testers to manage defects, coordinate deployments, and adhere to deadlines

Software Integrations Analyst/Quality Assurance, July 2004 – September 2005

- Manually tested telecommunications software and prepared automation test scripts
- Developed and executed test plans for monthly integrated application releases
- Liaised with developers, architects, business users, and project managers to understand project scope, design test cases, and resolve application & system issues

EDUCATION

Washington University | Missouri

Master of Information Management

Regis University | Colorado

Bachelor of Science: Computer Science and Mathematics

LEADERSHIP ACTIVITIES

- Lead the St. Louis Women's Leadership Network for 5 years bringing personal and professional development opportunities to our members
- Lead and organized Lean In Circles at Mastercard. The program saw 15-20% growth each year with its participants getting up to 10% more lateral and upward job growth opportunities
- Internal speaking events: Developed a 'Power of Curiosity' talk, moderated and participated in technical and business advise panels, moderated Washington University alumni talk for Senior Leadership and Deans of the Schools
- External speaking events: Introduction, moderate, and speak at Washington University campus
- Individual mentoring for employees, students, and women in technology
- Drove an increase in participation and funding for Mastercards presence at Grace Hopper Celebration to increase diversity in hiring in positions from Intern through middle management
- Ambassador for Washington Universities McKelvey School of Engineering to drive Intern and Full Time recruiting and employee engagement in school events
- Volunteer for Network for Teaching Entrepreneurship (NFTE), Girls4Tech, Junior Achievement, International Institute, Dress for Success, St. Louis League of Women Voters, and more
- Passions: TaeKwanDo purple belt, scuba diving, skiing, playing ice hockey on the St. Louis Frenzy