**Patrick Regan**  **512-914-2010**

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**PROFESSIONAL SUMMARY**

* Over 20 years of work experience in Information Technology supporting critical applications and services.
* 10+ years managing second level application support teams in multiple time zones.
* 10+ years bridging the gap between multiple teams such as Product, Development, Client Support and Infrastructure to ensure the goals of all stakeholders are met.
* 10+ years supporting the production deployment side of the Software Development Life Cycle, SDLC, and working with Quality Assurance teams as well as Client Support teams for Client Testing.
* 5+ years defining requirements for various projects such as Runbooks, Shared Infrastructure Change Management and Zero Touch Patching automation.
* Consistently maintain a deep understanding of the products and services we support and how issues affect the client and how we can detect issues as fast as possible in order to mitigate client impact quickly.
* Experienced at analyzing business systems and developing requirement and solutions to problems.
* Improved incident response times for Verified by Visa by creating Single Site Issue Detection (SSID) scripts that detect single site issues and move traffic to the unaffected site.
* Analyzed the process for coordinating Shared Infrastructure changes and created the standard process for teams to coordinate changes involving over 60 critical services that share common infrastructure so the changes can complete without impact to any critical services.
* Developed a framework for documenting deployment plans and automating their tasks so there is a reduction in manual labor and deployments can be performed by Level 1 staff via a centralized console.
* Developed a web-based Budgeting system at Austin Community college for administrators to set their budgets for the upcoming year. The project was so successful that the leader of the IT department wanted to sell it to other schools.

**EDUCATION**

**Certificate Program, The Coding Boot Camp at UT Austin (Full Stack Web Development)** DEC 2021 – JUN 2022

University of Texas, Online

**Post Graduate Program in Cloud Computing, Information Technology** JAN 2021 – SEP 2021

University of Texas, Online

**Bachelor of Science, Business Administration**  AUG 1994 – MAY 1997

Hawaii Pacific University, Honolulu, HI, USA. Graduated with honors, Cum Laude, GPA 3.66.

**SKILLS SUMMARY**

* Leading diverse teams in different geographic locations.
* Organized and systematic approach to problem solving.
* Understanding of how technical issues translate to the business of the organization.
* HTML, CSS, JavaScript, JQuery, Responsive Design, Bootstrap, React, Node, Express, MySQL, Sequelize, MongoDB, Mongoose, REST, GraphQL, AWS, EC2, Cloud Computing, Java, Bash Python, SQL, MSSQL, Oracle, Wireshark, NetScout, Network Packet Analysis, Excel, PowerPoint, Visio, GIT, BitBucket.

**WORK EXPERIENCE**

**Sr. Director, Product Reliability Engineering – Visa Inc. – Austin, Texas, USA**  AUG 2019 – PRESENT

Managing a team of 13 people in support of 20+ applications in the Risk and Authentication product line. Significant applications are Visa Secure, Visa Risk Manager, Artificial Intelligence Platform, and the Payment Systems Risk suite of applications. Also responsible for Shared Infrastructure Change Management and the Zero Touch Patching (ZTP) system. For ZTP my responsibilities are the design of the system as well as day to day program management. I lead weekly meetings and produce requirement documents.

**Director, Open Systems Operations – Visa Inc. – Austin, Texas, USA**  SEP 2015 – JUL 2019

Managed a team of 12 people in support of 20 applications in the Risk and Authentication product line. Significant applications we managed: Verified by Visa (VbV) which provides authentication of Visa cardholders during online purchases and helps to reduce fraud; and the Risk Scoring System which provides a platform for Machine Learning and Artificial Intelligence to provide risk scores based on models developed by Data Scientists working in conjunction with Fraud Analysts. Also responsible for Shared Infrastructure Change Management.

**Manager, Global Operations and Infrastructure – Visa Inc. – Austin, Texas, USA**  SEP 2009 – SEP 2015

Managed a team of 4 people supporting the Interactive Voice Response (IVR), Voice Response Unit (VRU) and Oracle Identity Manager (OIM) systems. Responsibilities were team leadership and change and incident management. A significant achievement was the migration of our Identity Access Management system from IBM Tivoli Identity Manager (ITIM) to Oracle Identity Manager (O IM).

**Systems Engineer – Inovant LLC. – Austin, Texas, USA**  SEP 2007 – SEP 2009

Application support for the Interactive Voice Response (IVR) and Voice Response Unit (VRU) and IBM Tivoli Identity Manager system (ITIM).

**Programmer Analyst – Inovant LLC. – Austin, Texas, USA**  MAY 2006 – SEP 2007

Application support for Verified by Visa (VbV) and IBM Tivoli Identity Manager system (ITIM).

**Application Support Analyst – Dell Inc (via Express Personnel) – Austin, Texas, USA**  JAN 2005 – MAY 2006

Application support and SME for the order fulfillment system at the Dell delivery warehouse in Austin, TX.

**Database Administrator – Austin Community College – Austin, Texas, USA**  JAN 2004 – JAN 2005

Managed the SQL Server database for budget management system, inventory control and records management.

**Programmer Analyst – Austin Community College – Austin, Texas, USA**  SEP 2000 – JAN 2004

Web development and support of the Budget Development System and other applications.

**Systems Analyst – Texas Department of Human Services – Austin, Texas, USA**  MAR 2000 – SEP 2000

Responsible for web development and document conversion.

**MILITARY SERVICE**

**Petty Officer Third Class – United States Navy – Pearl Harbor, HI, USA**  JUN 1993 – JUN 1997

Honorable Discharge. Awarded the Navy Achievement Medal and a Letter of Commendation from the Commander of the U.S. Pacific Fleet for outstanding customer service in the Educational Services Office at the Personnel Support Detachment, Submarine Base, Pearl Harbor.