

Denise Bigelow

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Summary:

Information Technology professional with 6+ years of experience. Includes 3+ years in application support, deployment, and troubleshooting with identity and access management system SailPoint IIQ.

Employment History:

March 2013-December 2016

Bank of New York Mellon, Pittsburgh, PA

Dist. Application Developer→Senior Developer

- Supported enterprise-wide IAM certification events with 100,000+ users
- Collaborated with offshore team on development of all new SailPoint applications
- Migrated and tested all new and reworked applications from development into production environment
- Collaborated with business team to run certification events, handle day-to-day issues, and provide reports for 300+ applications in production environment
- Served as primary contact with SailPoint vendor to troubleshoot bugs and patch in fixes for the SailPoint application
- Provided after hours and weekend support and monitoring, as required
- Trained new team members on relevant systems and processes
- Supported yearly SOX audit for SailPoint application
- Supported newly-developed in-house enterprise entitlements platform, and onboarded and migrated new applications within this system

May 2009-March 2013

Pittsburgh Supercomputing Center, Pittsburgh, PA

Hotline Consultant

- Provided technical support and troubleshooting for a diverse group of users
- Used simple language to walk new users through basic system functions
- Participated in PostgreSQL, Perl, HTML, and Excel projects using legacy code in conjunction with PSC staff

Skills:

Software/IDEs: Netbeans, Eclipse, RAD, Visual Studio, Visio, SQL Developer

Languages: Java, Perl, PHP, C++, W3C-standard HTML and CSS, XML

Databases: PostgreSQL, MySQL

Other: SailPoint IIQ 5.2 and 6.3, Harvest, SVN, BMC Remedy User, JIRA

Education:

University of Pittsburgh, Pittsburgh, PA

Bachelor of Science, Information Science