

## Carter Rineberg

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### EXPERIENCE

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#### Enterprise Operations and Technology Analyst II

Citigroup – Tampa, FL (Hybrid)

July 2024 – Present

- Develop Python microservices as part of an internal API for data ingestion, validation, and transformation based on business rules, decoupling data processing from an existing monolithic application to drive scalability and performance improvements.
- Utilize Jira for project tracking and Confluence for documentation, ensuring efficient collaboration, progress tracking, and knowledge sharing throughout the development lifecycle.

#### Enterprise Operations and Technology Analyst I

Citigroup – Tampa, FL (Hybrid)

July 2023 – July 2024

- Led teams through the procurement process, ensuring policy and regulatory compliance, coordinating cross-functional approvals, and managing documentation to execute contracts totaling over \$3.25M in spend within SLA time frames.
- Delivered timely reports on team performance, compliance gaps in audit data, and cost-saving opportunities during contract bidding and renegotiations, empowering senior leadership to make strategic decisions that drove operational efficiency and significant financial savings.

#### Helpdesk Technician

Florida State University – Tallahassee, FL

September 2021 – May 2023

- Delivered Tier 2/Tier 3 support to 2,500+ users, closing an average of 9 tickets per week.
- Planned and led the onboarding of 150+ Apple devices into a centralized device management platform, streamlining software deployments, patching, and security policy enforcement.
- Automated macOS setup with the management platform and created documentation to train colleagues on the new process, reducing device provisioning time by 85%.
- Mentored 16 colleagues over 5 semesters, enhancing team performance and facilitating knowledge transfer across the department.

### CERTIFICATIONS

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CompTIA Cybersecurity Analyst (CySA+)

June 2023

CompTIA Network+

July 2021

CompTIA Security+

June 2021

### EDUCATION

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#### Bachelor of Science, Information Technology

Florida State University – Tallahassee, FL

May 2023

- Awards: Service to the College/University, Leadership in Student Organizations
- Extracurriculars: President, Association of IT Professionals; Vice President, Cybersecurity Club