

Carter Rineberg

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EXPERIENCE

Enterprise Operations and Technology Analyst II

Citigroup – Tampa, FL (Hybrid)

July 2024 – Present

- Contribute to complex, cross-functional projects across two one-year rotations, gaining hands-on experience in software development, project management, and data analytics.
- Develop microservices within a Python API using FastAPI to ingest, validate, and analyze data, as a replacement for a monolithic legacy system to improve performance and scalability.

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, patch management, 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

CompTIA Cybersecurity Analyst (CySA+)

June 2023

CompTIA Network+

July 2021

CompTIA Security+

June 2021

EDUCATION

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