



Summary

A highly motivated IT Professional with a strong work ethic, results-driven, and highly qualified Junior FrontEnd Developer with demonstrated IT experience in quality customer service, problem solving, and decision-making skills. Proficient at quickly learning new process and procedures and leading on diverse projects. Proven ability to bridge technology and business goals to provide productive solutions. Strengths include leading and developing an effective project analyst team, training project analyst on process and procedure, building internal cross-functional relationships, and communicating issues and results successfully with Lines of Business.



Areas Of Expertise

- \* Team Leadership - ★★★★★★
- \* Quick Learner - ★★★★★★
- \* Trainer - ★★★★★
- \* Cross-Functional Collaboration - ★★★★★★
- \* Technical Acumen - ★★★★★
- \* Time Management - ★★★★★★
- \* Communication - ★★★★★
- \* Attention to Detail - ★★★★★★
- \* Problem Resolution - ★★★★★★



Professional Experience

Wells Fargo Bank, Charlotte, NC June 1996 – December 2021

- Governance and Business Enablement – Tech Operations Associate, April 2019 – December 2021 Acted as Orphaned Service Account and Specialized Business Technology Privilege Access (SBTPA) Project Lead.
- Develop Policy and Procedure.
  - PBL (Plain Business Language) Project – Active Directory (Privileged Access) Entitlements for Compliance.
  - Managed the Brown Bag Lunch & Learn/Tips & Tricks.
  - ISA Training Lead – Access Setup and Training for new hires.
  - Confluence and JIRA – Create, Modify, and Close tickets for Audit Tracking Purpose.

Wholesale Identity and Access Management (WIAM) – ISA II, May 2015 – April 2019

- Provision/De-provision access for (Wholesale) – New, Transfer, Termination, and one-off request in Bots (Business Online Ticket System).
- Ensured LOB adherence with RBAC methodology.
  - Responded to inquiries concerning access, processing, and request status.
  - Monitored WIAM applications to ensure all transactions are processed.
  - PAC2000 – create call and problem tickets, Work Requests, Work Order, Change Requests, and submitted request for PAC2000 access setup.

SSC – Information Security Analyst II, November 2009 – May 2015

- Provisioned and de-provisioned access for (Retail Store and Business Banking) – New, Transfer, Termination, and one-off request.
- Provision access in ART workflow for Mainframe/WSAT.
  - Administered support for incoming SSC access related calls.
  - PAC2000 created call and problem tickets.
  - Managed Emergency Bypass ID for Production or BCP.
  - Researched access on model IDs and provided guidance with getting users the correct access.
  - Managed Expedited Requests – Art, WFHM and Enterprise Direct.
  - Managed Emergency Disables – LAN ID, BlackBerry, Mainframe, Enterprise Badges and Remote Access.

ADDITIONAL RELEVANT EXPERIENCE

Wells Fargo Bank, Charlotte, NC – Technical Helpdesk Support

- Provided technical support via telephone for CIB non-trading customers. Supported general desktop applications such as Internet Explorer but also must be able to support applications specific to the CIB line of business.
- Managed CIB application installs.
  - Supported desktop PC connectivity architecture TCPIP, mapping network drives, and hardware troubleshooting.
  - Implemented midrange connectivity and terminal emulation such as AS400 and RUMBA.
  - Provided mainframe support resetting RACF passwords, recycle sessions, acquire remote printers.
  - RSA ACE/Servers – Remote Access troubleshooting.
  - Leveraged administrative rights on NT domains, NDS tree and Active Directory (ADUC).
  - Trained and provided guidance to other Helpdesk Technicians.
  - Lotus Notes and MS Outlook setup and administration.

WordPress Administrator

- Setup Domain Name and Create Account. Create, Edit, and Delete Users.
- Update Dashboard, Manage Settings, and Import & Export Content.
- Install, Activate, Update, Edit & Delete Plugins and Themes (SEO, Elementor, Widgets).
- Edit, Delete, and Publish Websites Content.

Selected Projects

- GE Acquisition Merger and OpenText – Web Experience Management Project Lead.
- (WAR) Wholesale Access Remediation Project Team Lead.
- Bots (Business Online Ticket System) Production Testing.
- Human ID Project Lead – Remove Human Accounts in eSAR (Enterprise Service Account Repository).
- UAT System Testing – ART, WFHM, Enterprise Direct, Stagecoach, SIMBA.

Technical Skills

- Junior FrontEnd Developer/Web Development
- OpenText – Web Experience Management

Languages/Libraries/Frameworks:

HTML, CSS, JavaScript, C++, Bootstrap 5, ES6, UE/UI, API, Web Design, OpenText – Web Experience Management, WordPress, PHP, CMS Platforms, SQL, GitHub, JSON, jQuery, React.



Education / Certification / Licenses

Forsyth Technical Community College, Associate in Business Administration  
NC Agricultural & Technical State University, Bachelor of Science (B.S.) – Electronics Technology in IT  
NC Agricultural & Technical State University, Master of Science (M.S.) – Information Technology

Udemy – 2022 Web Development Bootcamp

- Golden Key International Honor Society
- HDI Certified – (CSR) Customer Service Representative

Courses

Succeeding in Web Development: Full Stack and Front End  
Bootstrap 5 Essential Training  
Computer Science Principles: Programming  
Visual Studio Code for Web Developers"  
Interactive Animations with CSS and JavaScript"  
Design the Web: Getting CSS from Photoshop"  
Using Python for Automation"  
Software Development Life Cycle (SDLC)"



CONTACT INFORMATION

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Contact Me

