William A. Hearn

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SUMMARY

AI-driven and automation-focused Data & Compliance Analyst with 4+ years of hands-on experience in secure systems, full-stack development, and enterprise-level data solutions. Proven ability to engineer scalable, multilingual chatbot systems using Python, APIs, and LLMs to support business and technical goals. Adept at automating processes, developing AI-integrated solutions, and contributing to secure system compliance under NIST and HIPAA frameworks. Enthusiastic about applying data engineering and ML pipeline skills in fast-paced, high-security environments.

TECHNICAL SKILLS

Languages & Tools: Python, SQL, VBA, Google Apps Script, JavaScript, HTML, CSS
Frameworks & Platforms: VS Code, Archer, Version Control (Git), RESTful APIs, LLMs (OpenAI), TensorFlow
Automation & Analytics: ETL pipelines, Chatbot Development, Data Visualization, Excel/Sheets Macros
Security & Compliance: NIST RMF, HIPAA, PCI-DSS, SIEM Dashboards, GRC Platforms
Cloud & DevOps: AWS (basic), CI/CD Concepts, Linux (Ubuntu), Git version control

PROFESSIONAL EXPERIENCE

Advanced Remarketing Services – **Analyst & Information Security Compliance Officer**
Middletown, RI | May 2021 – Present

- Engineered AI-powered, multilingual chatbot platforms for internal and external use using Python, HTML/CSS/JS, and LLM APIs (OpenAI), improving support efficiency and UX. Chatbot platforms utilized text-to-speech (TTS) as well as speech-to-text. API integrations allowed for human-like conversations.
- Built ETL-style automation workflows using Python, Google Scripts, and VBA to streamline compliance reporting and operational dashboards.
- Integrated third-party APIs to enhance real-time chatbot functionality (e.g., weather, stock, scheduling).
- Designed and managed front-end chatbot interfaces with dynamic elements and responsive design, deployed using Visual Studio Code and Git.
- Ensure ongoing compliance with state specific, national, and federal regulations by aligning operations with frameworks such as ISO 27001, NIST, and SOC
- Collaborated closely with security, legal, and compliance teams to uphold regulatory standards following the implementation of a new high profile contract.

- Led IT security and compliance assessments using GRC tools, aligned with NIST RMF, HIPAA, and PCI-DSS frameworks.
- Developed automated documentation systems to enhance audit readiness and compliance traceability.
- Participated in the RFP process for government contracts, providing data-driven risk analysis and post-acquisition compliance tracking.

EDUCATION

Graduate Certificate in **Management Information Systems** (MIS)
Oakland University – Rochester Hills, MI
Relevant Coursework: Data Analytics, Cybersecurity, ERP Systems, AI Integration, Cloud Computing

B.S. in **Business Administration** (Cum Laude)
University of San Francisco – San Francisco, CA
Concentration: Data Analytics, International Business, Business Automation

CERTIFICATIONS

Google Cybersecurity Professional Certificate (Nov. 2024)

LEADERSHIP & ATHLETIC HONORS

- NCAA Division I Student-Athlete – University of San Francisco, Oakland University
- West Coast Conference (WCC) All-Academic Team
- Student-Athlete Advisory Committee – Team Leader & Mentor
- Cape Cod Baseball League – Brewster Whitecaps

COMMUNITY ENGAGEMENT

- Habitat for Humanity – Public Representative
- SF Giants – Charity Event Staff
- Oakland CARES – Autism Support
- USF Food Drive – Volunteer