

Experience as a leader of technical support staff, as an IT Manager and Call Center Lead, and further experience as a relational database programmer allows me to provide technological solutions to resolve real world problems.

Experience includes:

- ▶ Network Administration VMware, Microsoft Windows, SQL, and Terminal Servers; Active Directory
- ▶ Database Programming Access; Crystal Reports; SQL; ASP
- ▶ Applications Infor Visual ERP; DocuWare; Crystal Reports; Microsoft Visio and Project; Adobe Creative Cloud; Microsoft Office Suite (all apps)
- ▶ Technical Support Apps ServiceNow; Spiceworks; HEAT; ExtraView; multiple malware suites; etc.
- ▶ IT Controls Change Management, Data Center Security, Identity & Access Management

Excellent interpersonal communication skills; I can explain and troubleshoot technical issues with non-technical persons. I have a proven ability to learn a wide variety of hardware and software systems, troubleshoot, and resolve issues quickly.

Employment History:**2/2017 to Present – loanDepot – IT SOX Controls Analyst / Change Management CAB Manager**

- IT SOX Controls Analyst
 - Initiated overhaul of key software training environment, significantly increasing performance, streamlining technical support, delivering new capabilities, and improving overall IT relations with the Learning and Development Team.
 - Increased adherence to SDLC Change Management policies and procedures through monthly audit and training of multiple software development teams on best practices.
 - Worked with stakeholders of multiple key applications, data stores, and services, to perform User Access Reviews to ensure appropriate access was granted to over 6000 employees.
 - Worked with Information Security for audit of sensitive file shares, specific database tables and fields, Active Directory, and other areas with high implications under IT Sarbanes-Oxley compliance.
 - Coordinated with Corporate Security for increased accountability over Server Datacenter access and usage.
- Change Management CAB Manager
 - Assumed responsibility and actively influenced multiple IT departments towards following Change Management processes and developing a culture following ITIL acceptance and best practices.
 - Worked with ServiceNow developers to customize Change Management system to fit company needs.
 - Increased engagement while removing roadblocks in order to facilitate fast-paced IT infrastructure changes.

6/2011 to 2/2017 – Cadence Aerospace – QFI Operations – Information Technology Manager

(Note: This is an evolution of the following company, after being purchased and enveloped into a larger corporation)

- Migrated server infrastructure to VMware Server environment (with SAN) to reduce costs and maintenance, while increasing production server business hour uptime to 99.99%.
- Overhauled physical datacenter, facility, and network security to meet best practices and ITAR/EAR Compliance.
- Delivered robotic process automation (RPA) for processing weekly and monthly financials in hours instead of days.
- Expanded presence to 85 workstations, 15 kiosks, 7 mission critical virtual servers, and 12 non-critical virtual servers.
- Performed administration, technical support, and report writing for Infor Visual ERP system.
- Led ITAR/EAR Compliance projects, enforcing government regulations to prevent data export to foreign entities.
- Implemented wireless mesh Wi-Fi for wireless access to mobile shop clients, all employees, and isolated guest access.
- Delivered multiple upgrade projects including Microsoft Exchange, network overhaul, thin-client stations, firewalls, etc.

4/2005 to 6/2011 – Quality Forming, Inc. – Information Technology Manager

(Note: I provided consulting services for over 13 years for this company, and became a full-time employee in 2005.)

- Initiated and delivered DocuWare document imaging software project to track all contracts, production, shipping, and accounting documents, providing instant lookup of key data, and eliminating need for 3 file clerk positions.
- Spearheaded environment transition from ad-hoc reactionary status to a controlled infrastructure which included change and patch management, documentation, and implementation of standard IT practices and security.
- Converted from legacy level key system to VoIP phone systems, including upgrades to network and internet speeds.

- Created and maintained multiple custom database programs for internal usage, including complex quoting, tracking of various inventory type items, contact management, change management, etc.
- Installed and maintained multiple projects including anti-malware, technical inventory and ticketing software, and other standard out-of-box solutions for a base of over 60 users.
- Developed and maintained various marketing materials (presentations, website, and CD's).
- Promoted, established, and maintained a best practice environment for computing needs.

1/2005 to 4/2005 – American Honda Motors – Change Management Analyst (Contract)

- Conducted business unit interviews and gathered documentation in all major areas within IS Department regarding current policies, procedures, and processes, in order to evaluate current compliance with SOX.
- Created and maintained multiple custom database programs to assist in evaluating SOX compliance, track submitted information, and handle other reporting items.
- Assisted in development and distribution of training materials regarding Change Management, SOX compliance, best practices, and internal policies and procedures.

2/2004 to 1/2005 – New Century Mortgage – Change Management Coordinator

- Constructed and modified multiple custom database programs to increase efficiency of Change Management department activities through tracking, reviewing, and reporting on IT activities.
- Assisted department leaders in developing new processes to provide a stable, planned, and reliable environment.
- Created training and presentation materials and conducted regular training sessions for multiple groups on topics including Change Management, SOX compliance, best practices and internal policies and procedures.
- Successfully implemented Problem Management reporting and statistical analysis of CM activities to improve IT process.
- Developed audit-style procedures to ensure proper involvement of Change Management in all IT areas.
- Presided over Change Management [Review] Board and Emergency Change Management Board meetings.

7/1998 to 12/2003 – Union Oil Company of California (Unocal) – Technical Support Analyst (Contract)

- Provided support to remote IS staff, technical, and non-technical people in a wide variety of PC, LAN, and WAN issues.
- Operated as North American virus specialist and contact for desktop and server level anti-virus activities.
- Developed materials and conducted multiple training classes in operating systems and core applications.
- Liaison with outside consultants on transition to new problem management and call-tracking software.
- Assumed wireless PDA (BlackBerry) project in Beta form, and rolled out to end user community, and later provided end-to-end support nationwide to all users, including server and desktop issues.
- Implemented and maintained distribution of two factor authentication devices to all worldwide users.
- Delivered supervision and technical guidance for Help Desk and Desktop Support teams.
- Developed and enhanced statistical analysis management and exception reports using Access and Crystal Reports.

01/2008 to present – Computer Talk Radio – Radio Talk Show Host

- Launched weekly syndicated broadcast radio program airing currently on 13 stations across the United States.
- Development of automation to process and deliver recorded audio into specific needs of different commercial and non-commercial stations, including factors such as volume, advertising, and length of broadcast.
- Preparation, development, recording, and broadcast of 80 minutes of content on a wide variety of technology topics.
- Analysis of listener concerns and engagement to improve delivery of interesting topics and material.
- Conducted reviews of a variety of technical products, for suitability while gauging listener ability and interest.

Earlier experience includes:

1997-1998 - Sperry Van Ness, Commercial Real Estate Brokerage - Director of MIS

1992-1997 - Beverly Furniture, Furniture Manufacturing – IT Manager

1991-1992 - Omni-Lan and Micro-I.S.M.- Field Computer Technician

Educational and Certification History:

ITIL Foundation Certificate in IT Service Management

ITAR Export Regulatory Compliance Certificate

Crystal Reports Training (through Advanced)

Access Programming Training (through Advanced)

Fullerton College, Fullerton, CA

Radio and TV Broadcasting, and Computer Sciences