

Benjamin Rockwell

IT Service Management Leader



949.933.5404



me@benjaminrockwell.com



Orange County, CA



[linkedin.com/in/benjaminrockwell](https://www.linkedin.com/in/benjaminrockwell)

EXPERTISE

Change Management
Incident Management
Problem Management
Technology Strategy & Innovation
Cross-Functional Team Leadership
IT Systems Governance
Project Management
Operations Management
ITIL and best practices
Service Management
SOX Compliance
SQL Administration
Data Migration
Service Desk
ITAR/EAR Compliance
Data Center Security
Disaster Recovery Planning
IT Risk Mitigation
Software Development
Identity and Access Management

CERTIFICATIONS

ITIL V3 Foundation Certificate in IT
Service Management

ITAR Export Regulatory Compliance
Certificate

PROFESSIONAL SUMMARY

18+ years experience in Information Technology Management with a proven track record of risk mitigation, team mentorship, and relationship management.

EXPERIENCE

IT SOX Controls Analyst/Change Management CAB Manager LoanDepot (2017-2018)

- Initiated overhaul of key software training environment, significantly increasing performance, streamlining technical support and improving overall IT relations with the Learning and Development Team
- Increased adherence to SDLC Change Management policies and procedures through monthly audits and team trainings
- Collaborated 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
- Oversaw multiple IT departments on Change Management processes and developed a culture following ITIL acceptance and best practices
- Led ServiceNow developers to customize Change Management system
- Increased CM engagement while removing roadblocks in order to facilitate fast-paced IT infrastructure changes

Information Technology Manager Cadence Aerospace (2011-2017)

- 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
- Reduced CFO's weekly man-hours required for soft close, from ten to two through leveraging robotic process automation with Infor Visual
- Expanded presence to **85** workstations, **15** kiosks, 7 mission critical virtual servers, and 12 non-mission critical virtual servers
- Implemented Spiceworks ITSM ticketing system for tracking IT incidents, problems, and project management
- Delivered multiple upgrade projects including, but not limited to, Microsoft Exchange, network overhaul, thin-client stations, and firewalls

Information Technology Manager Quality Forming, Inc. (2005-2011)

- 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 the need for 3 file clerk positions
- Spearheaded environment transition from ad-hoc reactionary status to a controlled infrastructure which included change and patch management
- 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, and change management
- Installed and maintained multiple projects including anti-malware, technical inventory, ticketing software, and out-of-box solutions for 60 users

TECHNICAL STRENGTHS

Microsoft Windows Server
Microsoft Windows Desktop
VMware ESXi, vSphere, vCenter
Windows Terminal Server
Active Directory
Microsoft Access
Microsoft SQL
MySQL
Crystal Reports
Infor Visual ERP
MMIS ERP
DocuWare
Microsoft Office Suite
Microsoft Visio and Project
Adobe Creative Cloud
ServiceNow
ExtraView
Spiceworks
Bendata HEAT
Trend Micro, McAfee, and Symantec

TECHNICAL TRAINING

**Certificate Windows 2000 Professional
and Server Training**

**Crystal Reports Training (through
Advanced)**

**Access Programming Training (through
Advanced)**

Certified Netware Administrator

**Radio and TV Broadcasting, and
Computer Sciences: Fullerton College**

La Sierra Academy: Riverside, CA

EXPERIENCE CONT'D

Change Management Analyst American Honda Motors (2005)

- 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

Change Management Coordinator New Century Mortgage (2004-2005)

- Constructed and modified multiple custom SQL and Access 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

Technical Support Analyst Union Oil Company of California (1998-2004)

- As lead on the Service Desk, administered technical support for technical, and non-technical staff in over 15 local and remote locations in a wide variety of PC, LAN, and WAN issues
- Supervised and guided Help Desk and Desktop Support analysts on a wide variety of hardware, software, and network issues
- Lead analyst in working with outside consultants for migration to Bendata's Heat ITSM call-tracking software for incident management and problem management
- Operated as North American virus specialist and contact for desktop and server level anti-virus activities
- Implemented and maintained distribution of RSA two factor authentication (2FA) devices to all worldwide users
- Developed materials and conducted multiple training classes on operating systems and core applications
- Managed and rolled out wireless PDA (BlackBerry) project from Beta form to production and later provided end-to-end support nationwide to all users, including server and desktop issues
- Interfaced with Organizational Review Board (Change Management), to provide end user awareness and education, of planned outages in Brea data center
- Conducted proper planning, sought Business Unit approval, and coordinated outages for upgrade, migration, and maintenance on high visibility applications and servers
- Developed and enhanced statistical analysis management and exception reports, using Microsoft Access and Crystal Reports
- Performed server administration duties: W2K, XP, Exchange Admin, creation of accounts, and control of information assets