

PROFESSIONAL SUMMARY

Accomplished IT Security leader who excels at leading and motivating the workforce, to implement solutions that meet business objectives, ultimately aligning the company's vision to the needs of the enterprise. Results-driven with firsthand experience driving high-performing cross-functional teams through program completion while adhering to project management best practices and company methodologies, including waterfall and agile. Experienced at managing time-limited efforts of various sizes, complexities, and in multiple industries, accountable to business partners and executive management. Expert at driving internal and external communication and change management, building relationships, communicating effectively, fostering environments where staff thrives, and facilitating the resolution of issues. Upbeat, optimistic, 'go-getter'/'let's get it done' attitude. Natural ability to engage with various staff at all levels in ever-changing environments to drive results while remaining flexible, resourceful, enthusiastic, and efficient, with a high level of professionalism and confidentiality.

TECHNICAL SKILLS

Smartsheet	ServiceNow (Procurement)	SharePoint	Oracle Financials
SPM ServiceNow	Team Foundation Server	Clarity PPM	ServiceNow (Agile)
Planview	IT PPM	Atlassian JIRA, Confluence	Microsoft Teams
MS Projects	eBuilder	Blueworks	AZURE DevOps
Deadbolt	Archer	Cognos	Slack, Zoom
PM Central	MS Office (Excel, Visio, Word, Outlook, Access, Power Point, and Adobe)		

PROFESSIONAL EXPERIENCE

Blackhills Energy (contractor)

Sr. IT Project Manager

Dec 2022 – Dec 2024

- Contributed to the maturity of the Identity Access Management (IAM) program. Facilitated evaluation of IAM tools and implementation vendors by partnering with IAM, HR, Cloud Administration, Servers and AD, Network, Enterprise Architect, and IT Compliance teams to document business requirements, facilitated the creation of selection criteria, and developed statements of work (SOW). Facilitated implementation of a third-party SaaS solution, SailPoint, and forging activation of MS Entra. Facilitated the journey by supporting the selection of the Major Key vendor, who performed discovery and recommendation activities prior to selecting SailPoint. Upon selecting SailPoint, facilitated the development of timelines via Lucid, compiled funding requests with internal resource hours, and included operational costs for subsequent five years by leveraging the vendor's general implementation schedule, loading it with internal activities, and walking through it in detail with vendor and internal teams. Identified resource gaps, purchases needed during setup (servers, space, Api's, vendor training), and obtaining cost estimates from other vendors such as ServiceNow and SAP Fieldglass for integration. Differentiated capital from expenses for costs such as license costs, vendor SOWs, software configuration, maintenance and support, and training costs. Collaborated with MajorKey vendor to select business use cases and conduct data clean-up to get a head start on implementation with SailPoint Direct Services. Secured resource commitment from directors for all areas involved in the project. Conducted weekly meetings internally, tracked risks and issues via RAID log, and developed PowerPoint presentations for reporting progress in monthly steering committee meetings. Tracked activities leveraging MS Project and ServiceNow SPM, leveraged Lucid for timelines and process flows.
- Partnered with the IAM, HR, IT Compliance, and Supplier Enablement teams to implement a third-party SAP Fieldglass SaaS solution to centralize the onboarding and offboarding of non-employees (contractors). I conducted proper change management leveraging Prosci and best practices and communicated the change to hiring managers within the enterprise. Performed change management by collaborating with different areas to document current and future state processes in Visio; extracted future state details from SAP vendor and internal SMEs, compared to the current state, and recorded the changes in an Excel change management log. Collaborated with the Training Department, leveraging the change management log to create training material within the Learning Management System (LSM). Collaborated with HR, Supplier Enablement, and IT Compliance to develop, update, and publish new processes and procedures, Point of Contact (PoC) Toolkit, Knowledge Articles, and Contractor Help Desk FAQs. to sustain the new non-employee onboarding process. I acted as Test Manager, facilitated documentation of functional test scripts to test the vendor's solution, and conducted connectivity testing of VPN, Thin Clients, Toughbooks, and mobile devices. Facilitated development of the cutover plan. Facilitated development of the operation RACI to ensure the proper transition to operations team(s) and collaborated with Security, Cyber Ops, Network, and Operation teams to identify operational and sustainment activities. Checked-in with the help desk post implementation to identify process improvements based upon support tickets raised. Tracked activities leveraging eBuilder and MS Project.

- Compiled funding requests and needed artifacts such as business cases, project plans, schedules, KPIs, and success metrics to obtain EPMO approval and release of funds; collaborated with the cross-functional team to develop vendor SOWs and estimate internal hours for accurate project costs. I collaborated with the following teams: security, business applications, operations and engineering, network, infrastructure, operations, HR, IT Compliance, Supplier Enablement, Risk, and Governance. Performed vendor management and tracked SOW deliverables and internal activities leveraging MS Project, eBuilder, and ServiceNow Strategic Portfolio Management (SPM). Conducted forecasting and tracked resource utilization leveraging Excel spreadsheets to support EPMO funding allocation planning activities for subsequent years.
- Supported compliance with the Transportation Security Administration (TSA) by tracking operational readiness (TCAP) and facilitating scope definition and ownership to meet TCIP directives. Supported the TSA program by documenting and communicating an ongoing process to meet directives every year. The process entailed developing a recording for all newbies explaining the TSA directive and what it involved, dividing, separating, and documenting scope and ownership within an MS Project master TSA schedule. For items requiring new projects, I followed BH's internal process to request new projects and tracked progress within the master TSA schedule. Collaborated with operational managers, engineers, and IT compliance teams to identify activities, durations, and internal costs. I also included VADAR items from previous years into the TSA master schedule for holistic tracking. Reported progress to IT Compliance and Security and Governance leads. Conducted bi-weekly meetings to track progress and address risks and issues to ensure timely completion of activities to meet the TCAP and TCIP directives. Facilitated gathering of evidence for TSA audit(s).
- Data Center Migration, oversaw relocation of existing Critical Infrastructure Protection (CIP) on-premise environment, located in two data centers, into a Greenfield at a new site (rebranded ICS DMZ) to maintain compliance with NERC, CIP, TSA, and maintain high availability of operations critical systems. Collaborated with the Director of Operational Engineering, the Director of IT Infrastructure and Operations, the Director of Business Applications, and their delegates to develop a holistic schedule with dependencies between the Aure Data Center Migration project and non-project initiatives. Supported planning and tracked the migration of (20) existing on-prem applications and (8) new builds to the new ICS DMZ (a.k.a CIP). Collaborated with other PMs, Security Architect, Operational managers, and SMEs to capture tasks for each application within the MS Project schedule, such as completion of application architecture design for use in firewall creation, segmentation of networks, configurations, and attainment of compliance approvals to promote assets to production. Documented and tracked closure of issues and risks via RAID log, reported to EPMO, CISO, and CIO, and provided progress updates in steering committee meetings. Maintained status reporting and progress dashboard within eBuilder. Tracked activities leveraging MS Project and facilitated change management communication.
- Supported IAM technical lead to plan CyberArk upgrade from v 12 to 13.2, for Privilege Access Management, compiled funding request and needed artifacts such as business case, project plan, and schedule to obtain PMO approval and release of funds, collaborated with IAM team for development of SOW with vendor. Tracked activities per vendor and internal timeline leveraged MS Project and e-Builder.

Home Depot (Contractor)

Sr. IT Project Manager / Cybersecurity Security / Application Security

Oct 2021 – Oct 2022

- Oversee completion of the application security program us SSDLC methodology; three projects managed and reported to CISO as a program. The projects migrated numerous applications to new SAST (ShiftLeft) and DAST(Invicti) analysis tools and moved security scanning from WhiteSource (SCA) on-prem to WhiteSource Cloud (SCA). Partnered with the cybersecurity engineering team, operations team, and cybersecurity relationship managers. Collaborated with procurement to construct SOWs and service agreements with vendors. Collaborated with vendors and internal teams to pull together detailed schedules with milestones and held all team accountable for timely completion of deliverables. Collaborated with E&Y vendor to develop a scalable and repeatable migration process. Facilitated development of governance artifacts, metrics catalogs, break-build policies, risk-based models, and operational run books for onboarding, scanning, triage, and dispositioning. Tracked progress using AzureDevOps (Agile).
- Reported progress to CISO, IT Directors, and Executive Sponsors in monthly and bi-weekly meetings. Reporting entailed dashboards, project metrics, finances, timelines, schedules, risks, and issues—maintained finances within Deadbolt per company policies and procedures. Compiled funding requests which included resource costs and allocation, vendor estimates, operational maintenance costs for licenses. Conducted forecasting, tracked variances, and paid invoices in Deadbolt. Developed PowerPoint presentations to communicate status to CISO and other executives, developed communication strategies, and change management plans to ensure proper communication was provided to all business areas impacted by the project(s).

Walmart (Contractor)

Sr. IT Project Manager / Information Security

Aug 2021 – Oct 2021

- Tracked migration and decommission of virtual machines to meet compliance requirements, leveraged JIRA backlog capabilities. Tracked and reported on issues, risks, and action items.
- Reported progress to Risk and Compliance Program Manager, and compiled weekly and monthly status reports.

Wells Fargo Bank (Contractor)**July 2019 – July 2021***Sr. IT Project Manager/Scrum Master / Identity Access Management*

- Drove successful delivery and end-to-end management of multiple concurrent onboardings of critical high-risk applications onto Okta to centralize and standardize access management processes across all applications utilized by Wells Fargo. Facilitated evaluation of over 30 applications to understand their architecture, determine if they complied with policies, captured anomalies, facilitated discussions with vendors, technical and business owners, to select appropriate onboarding avenue/connector(s): OKTA SSO, ART/ACT, Symphony File Transfers, and Active Directory. Leveraged Agile using DevSecOps, and Excel. Collaborated with business owners to obtain an/or compile all entitlements/roles for setting up users properly prior to onboardings, and obtained current access provisioning process'. Ensured adherence to program deployment timelines, and subsequent change controls. Mentored, new onboarding leads and less experienced peers.
- Motivated Financial Crimes business teams to achieve technology compliance program and portfolio due dates, in support of a consent order. Collaborated with program, users, and vendors to develop a detailed schedule accounting for dependencies between business and technical areas. Leveraged Agile using AzureDevOps and MS Project. Tracked and reported progress to leadership regarding timeline, cost, scope, risks, issues, human resources, procurement, and integration. Supported policy exception efforts with risk partners. Tracked budget and variances, reported progress to Project Sponsor.
- Provided reporting to executive leadership in weekly and monthly meetings. Maintained status within Asset Reporting Repository (AOR) and ensured all control documents were completed, approved, and stored appropriately. Drove change communication to impacted users.

Common Spirit (Contractor)**Apr 2019 to Jun 2019***Sr. IT Project Manager / Identity Access Management*

- Partnered with PMO, operational managers, and respective teams to create a roadmap, a rollout plan, and implement Agile processes within the information security (IAM), to achieve roadmap deliverables. Influencing without authority to meet project objectives. Refined and maintained the product backlog within ServiceNow (Agile), communicated progress, and facilitated resolution of issues across teams and programs, to avoid delays. Tracked financials and performed resource forecasting in Planview for budget tracking. Mentored and coached Project Managers/Project Coordinators in Agile methods.
- Provided status reporting to executive leadership on weekly and monthly meetings, leveraged Agile techniques (daily stand-ups) to identify progress barriers and achieve due dates.

Honeywell (Contractor)**Sep 2018 - Mar 2019***Sr. IT Project Manager / Cyber Resilience / Identity Access Management*

- Collaborated with executive leadership, vendors, and operation teams to expand and enhance the cyber resilience program. Enhanced existing model, success metrics and facilitated strategy sessions. Supported penetration testing, and risk assessment efforts that then generated projects to address security gaps. Risk assessments were conducted on Cloud Governance (AWS/Azure), and IT Supply Chain.
- Provided oversight, managed interdependencies between related and unrelated projects, and tracked the completion of all cyber resilience efforts resulting from audits, risk assessments, and tracked penetration testing. Facilitated documentation of requirements, collaborated with procurement regarding SOWs, tracked and reported progress and financials within Clarity for program and sub-projects. Collaborated with governance teams to update policies and procedures to sustain changes.
- Drove the successful delivery and end-to-end project and change management for cyber resilience projects and implementations. Supported development of key project deliverables, including project schedules, status reports, issue logs, stakeholder alignment, budget forecasts, tracked variances and performed earned value management. Secured \$5M in funding for the program and allocated to subsidiary projects, per resource plans and deliverables. Tracked activities using JIRA and MS Project.
- Provided team members with direction and communicated leadership vision of the engagement and related business goals, including motivating teams to meet deliverables by their due dates, listened to team member needs, providing feedback and direction promptly, recognized team strengths, and assisted the team in overcoming challenges. Identified, drafted recommendations with the team for organizational process improvements based upon audit findings and risk assessments.
- Tracked activities using Agile Scrum methodology via JIRA and waterfall via MS Project. Tracked sprints aggressively and respectfully and actively prioritized sprints and resources as needed to achieve deadlines. Ensured project followed project methodology and all QA reviews were approved before moving items into production. Ensured the internal teams adhered to company policies and procedures; held teams accountable for work that did not meet expectations following company policy. Collaborated with technical teams to ensure they understood the customer requirements and sought out clarification where needed.
- Collaborated with Asset Life Cycle Management (ALM) process owner to clean-up the CMDB, support organizational performance improvements and workflow standardization. Supported updating of governance procedure and standards documentation. Developed materials for communicating process improvements, identified root causes of variation,

coordinated with relevant teams, lead instruction on the use of process improvement tools, facilitated team decisions, developed implementation plans with leadership, and conducting follow-ups. Result was up-to date CMDB with updated procedures and training documentation to sustain compliance.

- Facilitated enhancements of third-party processes, workflows, procedures, tool evaluation resulting from risk assessments and penetration testing. Facilitated third-party security assessments with risk owners by reviewing contracts for compliance with security policies, standards, and best practices. Facilitated documentation of process gaps and remediation activities to minimize business risk.

Mitsubishi UFJ Financial Services (MUFG) (Full Time Employee)

Jan 2016 - June 2018

Sr. IT Project Manager / Email Security & DLP /Threat Intelligence/ Data Security Implementations

- Oversaw IT Project Management functions from initiation thru execution, including acquisition, for Enterprise Information Security Program. Ensured deadlines, goals, and objectives were met by managing all facets of the project lifecycle. Determined project objectives with Project Sponsor(s) and Business Leads; developed comprehensive project plans for budgets and cost management, and tracking variance purposes. Defined scope and timelines for multiple enterprise projects, tracked and resolved risks and issues. Compiled resource plans, gathered, internal and external estimates for inclusion into funding requests, placed orders for hardware and software and paid invoices leveraging ServiceNow. Provided direction and oversight for the project through execution, focusing on customer expectations, change management, budget, and schedule. Achieved using Project Progress Portal (IT PPM), Clarity, and ServiceNow.
- Projects entailed, Implementing Proofpoint for stronger email security, and Symantec DLP for data loss prevention, collaborating with internal security operations center (SOC) to implement Anomali appliance for Threat Intelligence, and subscribe to threat intelligence providers, thus integrating threat intelligence feeds, creating comprehensive threat database, and developing action plans and response scenarios for cyber-attacks. Also, facilitated implementation of Splunk (SIEM).
- Managed complex global project with aggressive timelines in a demanding and changing environment (Proofpoint email security with DLP) . Provided project management structure for the team to meet scope, schedule, and budgetary and operational commitments, including updating policies, procedures, and user guides. Document meeting minutes and managed action items to closure.
- Collaborated with procurement and finance departments to develop SOWs, meet cost control system requirements; performed monthly reviews and checks of forecasted cost against schedule. Presented cost status and participated in forecast reviews with Program Management Office, reviewed budget against variances. Routinely analyzed, evaluated, and forecasted current activities against the baseline schedule, assessing the impacts of changes. Reported schedule status to management and stakeholders. Managed via Clarity and MS Project, IT PPM. Compiled Go-to-Green plans when project(s) were behind schedule, submitted change requests for additional funding and extension of schedule(s).
- Approved project expenses and approved vendor invoices per accepted deliverables. Analyzed remaining funds against incomplete deliverables, calculated earned value, based upon pre-selected performance measures.
- Oversaw program budget for multiple projects. Partnered with procurement to finalize statements of work, maintain project financials within Clarity (CA PPM and IT PPM Direct) for various projects. Assessed project issues and developed enhanced resolutions to meet or exceed productivity, quality, and customers satisfaction goals and objectives. Developed mechanisms for monitoring project progress and intervention with critical stakeholders for problem resolution. Developed 'Own our Success' process to keep projects in a 'green' status.

CSAA Insurance (AAA) (Contractor)

July 2014 - Jun 2015

IT Project Manager / Patch and Vulnerability Management, Cybersecurity Awareness/ Security Monitoring & Controlling/Identity Access Management / Certificate Management Improvements

- Developed Business Cases for multiple cybersecurity projects and provided oversight of vendor performance per the statement of work. Developed roadmaps with operational managers, collaborated with governance teams to update policies, standards, and procedures to support changes resulting from projects. Developed remediation requirements, governance model, and metrics. Partnered with Legal, Business Continuity, IT Security, and others to determine and select war-game scenarios, goals, and deliverables for tabletops. Participated in threat landscape development and brainstorming activities to reduce audit findings and improve overall processes regarding people, processes, and technology. Analyzed opportunities to continuously improve the effectiveness and efficiency of programs and to identify opportunities to mitigate risks.
- Partnered with Operational Managers to implement components of existing Identity Management roadmaps and break-down work for remaining 2015 goals. Identified work required within the following areas: Authentication and Authorization (SSO Integration) Password Management (User ID Inventory), Privilege User Mgmt. (process improvements), and IAM Governance (metrics and reporting).

- Partnered with Operational Managers and Engineers to implement additional Security Monitoring and Controlling capabilities (SIEM), facilitated implementation of vendors management services offering (co-service offering), facilitated analysis of vendors threat monitoring and health checks, and security operations center (SOC), facilitated development of RACI between CSAA and Vendor, and facilitated discussions on how maintenance and management of devices would be transitioned to vendors SOC after new security technologies would be in-place.
- Partnered with vendor and internal teams to facilitate the implementation of a Patch and Vulnerability Management program. Facilitated deliverables such as: defining and publishing policies and procedures, procedures for managing asset inventory, compiling list of all software, and integrating new framework processes into existing vulnerability and patch management process's.
- Provided oversight for Centralized Third-Party Assessments (TPA). Reduced overall TPA lifecycle, maximized resource efficiency, and provided greater visibility and transparency. Project delivered on-time by achieving results thru others – fostered positive environment. Facilitated stakeholder discussions to understand business pain points and opportunities. Elicited functional requirements utilizing one-on-one and workshop sessions; analyzed requirements to define and prioritize features and functions. Partnered with Process Analyst, System Administrator, and IT Security and Compliance SME to identify business processes for redesign, determine how to improve, determine what was changing, document procedures and decision flows, and made modifications for automation. Analyzed processes such as TPA Security Compliance Review, Data Privacy Review, and IT Resiliency Review.
- Provided oversight to enhance the certificate management process, upon project completion, operations team exceeded 200 days without incidents due to certificate expiry and regained the business trust, and increased certificate management maturity. Partnered with Business Sponsor, IT Analyst, and IAM Manager to identify and modify Certificate Management life-cycle processes which would avoid outages, application downtime, business disruption and non-compliance. Developed and obtained approval of solution documentation. Provided governance over project plan and schedule; developed IT Approach, a timeline with clear milestones (MS Project 2010) and secured needed resources. Managed and tracked issues and risks. Effort entailed: SSL service owner identification and clean-up, database improvements, service catalog request updates, and creation of certificate expiration notifications.
- Provided oversight for Enterprise Cyber Security Awareness Program to drive employee behavior thru awareness, education and training. Provided support as needed for: phishing exercise, event planning, training and JIT communications
- Developed, defined, and managed project scopes; accomplished by leveraging MS Project Server 2010 and Smartsheet's. Established working sessions with clear goals, planned and structured work activities for the teams. Managed system, functional, and user acceptance testing activities; monitored progress, results, and risks by coordinating activities among the project teams and internal departments to ensure timely completion and customer satisfaction.
- Articulated project management concepts to the operational audience to motivate and achieve on-time completion of scheduled activities. Managed customer expectations by reviewing work breakdown to ensure work planned lead to achieving the desired maturity level and meet CISO expectations. Performed capacity planning, resource leveling, change management, and provided project oversight.
- Managed communication and change management activities. Ensured business readiness by conducting a change impact assessment, performing stakeholder analysis, and developing communication and change management plans. Presented to-be process to Project Sponsor, Business Partners, and Key Stakeholders.

Vitalant (Contractor)

Nov 2013 – Jul 2014

IT Project Manager

- Lead a cross-functional team comprised of HR, Marketing, Legal, Finance, IT, Supply Management, and Communications to develop a roadmap for increasing revenue, understand customer requirements, and resolve customer issues during all phases of customer engagement. Supported the sales team in the RFP process to identify opportunities to increase the mix of products and services provided to the customer. Built and maintained strong working relationships with key operational and strategic decision-makers, including buyers. Conducted periodic reviews and analysis of client-specific utilization, trends, and service level metrics.
- Facilitated delivery of a successful Oracle 12 upgrade by developing key project artifacts and tracking progress against schedule. Supported vendor in developing an implementation playbook that included step-by-step upgrade tasks ranging from verifying network setups to functional testing. Reviewed and approved vendor invoices and internal team timesheets.
- Initiated, developed, and maintained a project dashboard for communicating progress to the executive board. Designed and developed project SharePoint site. Developed and maintained project schedule in Project Server 2010. Tracked financials against remaining budget and compiled monthly status reports. Performed forecasting activities and produced: budget at completion (BAC), cost variance (CV), and earned value (EV).

Cigna (Contractor)

Nov 2012 - Apr 2013

IT Project Manager

- Developed implementation strategy to migrate to new technologies for people, processes, and technology. Partnered with multiple LOB groups to ensure alignment of goals. Performed proper change management to identify trends impacting implementation activities while maintaining accountability and quality.
- Lead ICD-10 application remediation effort by partnering with business units, vendors and leveraging Scrum methodology. Sprints established expectations and accountability, which allowed for realistic and achievable dates; work delivered during sprints consisted of functional tests and was logged/managed in the TFS backlog. Engaged team members to determine the number of stories assigned to each sprint and avoid stories spanning out.
- Successfully migrated two hundred eighty-seven LOB users to Windows 7; achieved thru others.

Arizona Public Service (Contractor)

Oct 2011 - Aug 2012

IT Project Manager

- Managed 12 projects of smaller complexity from initiation thru implementation; supported engineers with documentation of business requirements, scope, tracked budget, and performed earned value management using Cognos, Excel and provided financial status to infrastructure program. Met financial objectives by forecasting resource requirements, performed forecasting, resource utilization, and implemented corrective actions where necessary. Supported Infrastructure Program and provided status to Portfolio on a bi-weekly and monthly bases regarding, schedule, and cost tracking.

AREAS OF EXPERTISE

Threat Intelligence	Financial Crimes	Asset Life Cycle Management	Penetration Testing
Email Security, Data Loss Prevention	IT supply Management	Cyber Awareness	Third Party Assessments
Patch and Vulnerability Mgmt.	Cyber Security	Identity Access Management	Compliance, SOX, PCI
Information Security Governance and Risk Management		Business Continuity and Disaster Recovery Planning	

COMPETENCIES

Honesty/integrity	Active Listener	Quality Assurance, Control	Adaptability
Strong Attention to Detail	Building Trust	Self-motivated	Conflict Resolution
Troubleshooting	Develop Others, Mentoring	Initiative and Influence	Outgoing and Personable
Problem Solver; Logical Reasoning	Leverage Ecosystems; sourcing, vendor management	Change and Risk Mgmt.	Friendly and Encouraging
Ability to Work Under Pressure	Ability To See Big Picture	Strong Attention to Detail	Soft Skills

EDUCATION

- August 2001 Bachelor of Science in Computer Information Systems) DeVry University | Phoenix, AZ
- November 2008 Keller School of Management (Professional Writing)
- July 2013 Project Management Professional (PMP) Certification
- July Completed bootcamp training Certified Information Systems Security Professional (CISSP) – not certified
- July 2020 Certified Scrum Master (CSM)