MICHELLE ARENA

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PROFESSIONAL SUMMARY

Application Manager with 4+ years of experience supporting enterprise and banking systems in regulated environments, with a strong cybersecurity foundation. Experienced in managing and supporting mission-critical systems, implementing application fixes, and maintaining audit readiness across trading, finance, and regulatory reporting platforms. Strong background in application testing, data validation, and SAP transition support. CompTIA Security+ certified with a B.S. in Cybersecurity.

EXPERIENCE

Assistant Vice President, Specialist IT – Application Manager
BayernLB (Bayerische Landesbank) | New York, NY | Mar 2025 – Present

Application & Service Management

- Manage and support 10+ enterprise applications across trading, finance, reporting, and compliance (Front Arena, Loan IQ, SAP, SafeWatch, Corona, etc.) supporting ~100 users.

- Resolve 100+ monthly incidents and service requests, ensuring SLA compliance across alerts, user issues, and system defects.

- Implement fixes and enhancements based on JIRA user stories, document testing results, and deploy feature and hotfix pull requests through Azure DevOps.

- Conduct failover testing to validate backup infrastructure and support business continuity.

Testing, Validation & SAP Readiness

- Developed a centralized Microsoft Access database to support testing, validation, and reporting ahead of SAP rollout, enabling Accounting teams to import, compare, and reconcile financial data from ACDOCA, Regulatory Reporting, General Ledger, and Account Movements.

- Used the database to validate data accuracy, identify discrepancies, and support parallel testing for SAP transition readiness.

Operations, Data & Risk

- Manage end-of-day (EOD) processing and exceptions, coordinating with Accounting to resolve data import issues and ensure successful daily processing.

- Monitor SafeWatch alerts and review security logs, maintaining documentation across Wiki and Top Ease to support audits and compliance reviews.

- Supported enterprise system upgrades, including ASSIST and Front Arena, through testing, issue validation, and post-deployment monitoring.

Technical Account Manager
Yardi Systems Inc. | Melville, NY | Aug 2022 – Apr 2024

- Managed 9 enterprise clients across 300+ properties / 10K+ units, implementing Yardi modules (Online Leasing, Resident Portal, CRM IQ, Voyager, Marketing, YardiOne).

- Led weekly calls, demos, and training with C-level executives, property managers, and leasing teams.

- Reduced go-live time by 70% by developing project plans that balanced standardized onboarding steps with customized client solutions.

- Logged bug/enhancement requests, driving product improvements across clients.

- Customized leasing solutions (FillDocs, Blue Moon, RentCafe Lease Docs) to meet property/legal requirements.

- Queried SQL databases to resolve data integrity issues and support reporting.

- Built and tested solutions in sandbox environments before deployment.

- Acted as SME for Yardi software, mentoring 4 new hires, supporting colleagues, and contributing to Confluence documentation.

- Influenced upsell opportunities by presenting CRM and marketing products, leading to client purchases.

Technical Specialist / Product Specialist
Apple Inc. | Garden City, NY | Nov 2021 – Jul 2022

Technical Specialist (Mar 2022 – Jul 2022)

- Delivered 18–21 technical support sessions per day, efficiently troubleshooting multiple Apple device issues within each session and sustaining a 95%+ satisfaction score.

- Performed software troubleshooting and diagnostic testing for iOS, connectivity, and account-related issues; escalated hardware repairs when required.

- Delivered live demos of Apple services (iCloud, device features) to improve adoption.

Product Specialist (Nov 2021 – Mar 2022)

- Assisted customers in device selection, purchase, setup, and onboarding, handling hundreds of interactions daily.

- Achieved a 65% AppleCare attach rate and enabled 80% of new devices with iCloud and carrier connectivity.

- Consistently exceeded accessory sales expectations through solution-based recommendations.

EDUCATION & CERTIFICATIONS

- B.S. Cybersecurity – St. John's University, Queens, NY (Summa Cum Laude, GPA: 3.86/4.0), May 2020

- CompTIA Security+ – Certified, July 2024

- TryHackMe – Introduction to Cyber Security, July 2022

PROJECTS

- **Access Database (VBA/SQL)** – Developed database with queries and forms to track imports and generate accounting reports.

- **Kali Linux Lab** – Built dual-boot environment to practice scripting, permissions, and vulnerability scanning with Wireshark and Nmap.

- **Digital Forensics Exploration** – Used Autopsy and forensic tools to recover hidden/deleted data, strengthening cybersecurity knowledge.

TECHNICAL SKILLS

- **Security & Compliance:** Security+, IAM, Azure RBAC, Vulnerability Assessment (Wireshark, Nmap, Nessus), Audit Support

- **Systems & Applications:** Active Directory, Microsoft Entra, Microsoft Suite, SAP, Citrix, Front Arena, Sage, Yardi Suite, SafeWatch,

- **Automation & Development:** Power Platform (Automate, Apps, Pages, Dataverse, BI), SQL Server, Access (VBA), Azure DevOps, JIRA, Confluence, Wiki

- **Programming & Scripting:** SQL, PowerShell, Python, Bash, HTML/CSS/JavaScript

- **Platforms:** Windows Server, Linux (Kali, Ubuntu), VMware