

# MICHELLE ARENA

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## PROFESSIONAL SUMMARY

Application Manager with 4 years of combined technical experience in banking IT, enterprise applications, and cybersecurity. Skilled in managing 10+ mission-critical systems for ~100 employees, resolving incidents, deploying fixes, and ensuring compliance across trading, finance, and reporting platforms. Proven results include reducing project timelines by 70%, saving \$80K annually through workflow automation, and maintaining 95%+ end-user satisfaction. 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*

- Manage 10+ enterprise applications across trading, finance, reporting, and compliance (Front Arena, Loan IQ, SAP, SafeWatch, Corona, etc.) for ~100 employees.
- Resolve 100+ monthly tickets/incidents, ensuring SLA compliance across service requests and alerts.
- Deploy patches, configuration changes, and new features in coordination with FI-TS, reducing downtime and improving stability.
- Conduct failover testing to validate backup servers and maintain uptime.
- Investigate EOD processing errors, reconciling data via SQL/CSV imports and restoring ledger accuracy.
- Supported ASSIST ticketing system upgrade, identifying and resolving post-launch issues.
- Built an Access Database (VBA/SQL) with reporting interface for Accounting, enabling file import tracking and reporting ahead of SAP rollout.
- Automated expense workflow in Power Automate, eliminating a third-party system and saving \$80K annually.
- Maintain documentation (Wiki, Top Ease) and monitor SafeWatch alerts for audit readiness.

### **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, RCLD) 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.
- **Expense Workflow Automation (Power Automate)** – Built approval workflow replacing third-party system, saving \$80K annually.
- **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 365, SAP, Citrix, Front Arena, Sage, Yardi Suite, SafeWatch, DMS Archive
- **Automation & Development:** Power Platform (Automate, Apps, Pages, Dataverse, BI), SQL Server, Access (VBA), Azure DevOps, JIRA, Confluence
- **Programming & Scripting:** SQL, PowerShell, Python, Bash, HTML/CSS/JavaScript
- **Platforms:** Windows Server, Linux (Kali, Ubuntu), VMware