



DIANE PARHAM-DAVIS

ABOUT ME – Business Transformation Professional

Governance-focused technology and business operations leader with 25+ years of experience overseeing enterprise programs, financial controls, audit readiness, and cross-functional execution. Proven ability to align strategy, governance, and operations to reduce risk, improve transparency, and deliver measurable business outcomes. Trusted advisor to executives on compliance, reporting, organizational change, and operational discipline across regulated environments.

GOVERNANCE and OPERATIONAL LEADERSHIP

- Enterprise Governance(IT, SDLC, General Controls)
- Develop Operating Models
- Business Operations & Financial Oversight (CAPEX/OPEX) Programs
- Audit, Risk & Regulatory Compliance (SOC, SOX, ISO, PCI, GDPR)
- Executive Reporting
- Continuous Service Improvement
- IT Vendor Management
- Develop cross-functional collaboration
- Generative AI and complex AI scripting
- Service Now, JIRA, MS Project, VIS, M365 Full Suite, Lucid, Domo, Cherwell administration
- 10+ years of experience in a SaaS environment
- IT Service Management (ITIL) – Incident, Change, Service Request, Knowledge, Problem, GRC, and OPS management
- Dashboards & Performance Metrics
- PMO / ePMO Governance & Controls
- Policy, Process, Workflow & Control Design
- Stakeholder & Board-Level Communication
- Organizational Change Management
- Transformation Leader, and student

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EDUCATION

Master of Business Arts (MBA) in Business Administration & Organizational Leadership

University of Arizona – Global Campus
January 2024– July 2025
Golden Key Honors Society- 4.0GPA

Bachelor of Arts - Business Administration-Organizational Management

University of Arizona – Global Campus
October 2019– June 2021

Associate of Science – Criminology

Phillips Jr. College
February 1992 – July 1994

TOOL SET and SKILLS

ServiceNow | JIRA | Cherwell | Confluence | MS Project | Visio | Planner | Workday | Microsoft 365 Full Executive Suite | Lucidcharts | Executive Dashboards | Audit & Risk Reporting | AI-Enabled Reporting Tools | SAFe Governance |

CERTIFICATIONS

ITIL v3 & v4 | SHRM-CP | ATD PSM-1 – In process PMP – In process ICF- International Coaching Federation (*in progress of acquiring licensing and certification coaching hours*)

EXPERIENCE

Senior IT Program Manager - Governance & Operations

Zayo LLC | Denver, CO | March 2024 – January 2026

- Provide governance leadership for enterprise-wide programs supporting IT operations, security, and digital transformation initiatives.
- Oversee a **\$3M+** portfolio, ensuring financial controls, funding governance, and alignment to strategic objectives.
- Establish and enforce the program governance standards for the ePMO, including risk management, reporting cadence, and compliance checkpoints.
- Introduced Agile and DEV OPS program management ways of working
- Lead executive-level reporting programs through dashboards and scorecards, enabling transparency into performance, risk exposure, and delivery health.
- Evaluate governance, regulatory, and control implications of AI adoption, ensuring alignment with audit, compliance, and enterprise risk standards.
- Ensure audit readiness and preparedness.
- Drive adherence to internal controls, quality standards, and regulatory expectations.

Cyber Engagement Manager Promoted to Director of Operations

Solis Security & CFC Response | UK & Austin, TX | October 2021 – May 2023

- Directed day-to-day business operations for incident response and managed security services, leading six (6) project managers and analysts.
- Designed and implemented governance frameworks for finance and billing, case management, and service delivery operations.
- Reduced operational cycle time by **33%** and overdue billing by **70%** through process redesign and control improvements.
- Established standardized reporting, performance metrics, and executive dashboards to support leadership decision-making, and business mergers with UK partners.
- Ability to manage multiple stakeholders, local and UK, with varying priorities.
- Implemented a Customer Success operating model that increased client satisfaction by **20% post-incident.**
- Served as DEI&B Lead for Texas, embedding acceptance among employees, displaying inclusive leadership principles into operational practices.

EXPERIENCE Cont'd

IT Manager Promoted to Senior Manager, Financial Systems & Compliance

Vericast | San Antonio, TX | November 2015 – August 2021

- Led governance and operational oversight for enterprise financial systems and different areas of IT service management functions – Change Control, Incident, Demand, Service Request, and OPS Management.
- Directed ServiceNow and Cherwell implementations to standardize processes, controls, and reporting across IT operations.
- **Ensured 99.9%** system uptime while maintaining regulatory and operational discipline
- Chaired the Change Advisory Board
- Owned IT General Controls (ITGC) and audit readiness across IT- SOC 1 & 2, SOX, ISO, PCI, HIPAA, and GDPR environments.
- Developed Key Performance Indicators (KPIs), dashboards, and a Monthly Record-to-Report system to support compliance reporting, coupled with improving transparency and executive visibility.
- Partnered with Finance, IT, and external auditors to remediate findings and strengthen control maturity.

Manager, IT Business Services – Enterprise Service Management

Computer Sciences Corporation / Ascension Information Services | St. Louis, MO | July 1995 – April 2015

- Provided long-term leadership in enterprise IT governance, service delivery, and operational planning across regulated and mission-critical environment.
- Designed, implemented, and governed ITIL-aligned IT Service Management frameworks, including Change, Incident, Problem, Release, and Service Request Management. Including Chaired and facilitated Change Advisory Board (CAB) meetings maintained a change closure rates at **95% and above**; reviewed, assessed, and approved, and documented standard, normal, and emergency changes in accordance with risk and compliance requirements.
- Established and enforced SDLC governance Controls for software development, ensuring proper approvals, segregation of duties, maintenance contracts, testing evidence, and release documentation throughout development and deployment lifecycles.
 - Partnered with application development, infrastructure, and security teams to ensure SDLC activities are aligned with audit, SOX, and control requirements.
- Collaborated closely with Finance, Compliance, and Security teams to align IT operations with enterprise governance and regulatory expectations.
- Developed and maintained SOX-compliant process documentation, including narratives, flowcharts, risk-control matrices (RCMs), and control evidence.
- Supported SOC 1 and SOC 2 audit activities, coordinating walkthroughs, control testing, evidence collection, and remediation efforts with internal stakeholders and external auditors.
- Conducted IT risk assessments across change management, access controls, and incident management, patching, and system availability, identifying gaps and implementing corrective actions.
- Designed and monitored SLAs and OLAs, tracking performance metrics such as change success rate, incident resolution time, and audit compliance adherence.
- Built executive dashboards and operational reports to provide visibility into service performance, risk exposure, audit findings, and compliance status.
- Led and coached large, distributed, and offshore teams supporting software development, infrastructure operations, and production support.
- Supported ongoing internal audits, external audits, and regulatory reviews, ensuring sustained audit readiness and continuous process improvement.