



Diane C. Parham

Director of Operations

951-902-9968

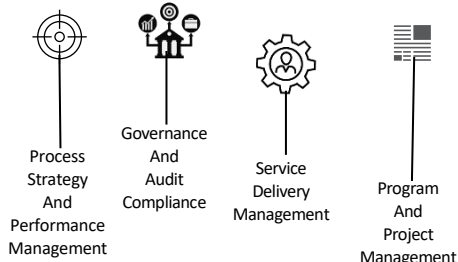
dianecarrollparham@gmail.com

San Antonio, Texas

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

www.dianeparham.com

My Specialties



Education

Bachelor Arts- **Organizational Management**

University of Arizona- Global Campus 2019- 2021

Organizational Management

Ashford University

2009 – 2013

Associate of Science, **Paralegal Studies**

Phillips Junior College

1992 – 1994

Methodology & Experience Skills

ITIL v3
COBIT
SIXSIGMA
SCRUM
AGILE
ServiceNow
JIRA
Cherwell
Remedy
Adobe CS Suite
Audit and Compliance
Operations Management
IT Operations Management
Team Building
Financial Oversight
Systems Implementation
Service Management & Service Delivery
Strategic Planning & Development
Project Management
Customer Relationship Management
Account Management
Cross-Functional Team Management
Team Management
Process Development & Workflows
Data Analysis
Performance Analysis

Memberships

AMA Member since 2022

IIBA Member since 2018

EXPERIENCE

Director of Operations

Solis Security & CFC Response / Austin, Texas / January 2022 to May 2023

- Lead, motivate, inspire, develop, and coach staff to maximize their growth and development of talent resources under my leadership.
 - Managed a team of six Project Managers
- Implementing, revamped, and maintained the processes and workflows that affected Incident Response, Incident Client Success Model, and Incident Case Management. Organization uses.
 - Strong Contributory efforts to the development of a related quality system of Policies/Procedures/Protocols in alignment with existing company policies
 - Concerted effort into resolving multiple problems surrounding missed month-end deadlines and late billing conflicts.
 - Resolved through streamlining of processes and tool changes. Billing is completed within three days.
- Developed and implemented a new Customer Success Model and Roadmap
 - Collaborate with the product management, sales, and managed security teams to align customer expectations and product improvements; when the client exits the incidents phase of business and enters the customer phase of business, all teams and clients/customers understand the next steps in the process.
 - Develop, implement, or evaluate technology applications, tools, processes, or structures to assist assigned staff with data management.
- Identified bottlenecks in service delivery while establishing performance metrics.
 - Worked closely in a collaborative environment to construct and redevelop teams through strategic planning sessions.
- Overall improved Incident Response Case Management performance by 25% through streamlining processes, reducing process steps, and re-directing those steps back to the appropriate teams.
- Managed the Project Managers (Case Managers) to manage internal projects within the company. This was something new we implemented in January 2023 under my direction.
- Develop, implement, or evaluate health information technology applications, tools, processes, or structures to assist assigned staff with data management.

Audit and Compliance

- Collaborate with internal teams to remediate any non-compliance with company policies and procedures within and outside the immediate team.
- Coordinate with other groups and individuals in the execution of compliance requirements as outlined in the organization's risk manual; review process and control documentation using organizations-standard templates.
 - Making sure I performed internal compliance audits every quarter.

Cyber Engagement Manager- Managed Security & Professional Services

Solis Security & CFC Response / Austin, Texas / October 2021 to December 2021

- Developed the initial Client Onboarding process, workflows, roadmaps, and SLAs.
- Assist in developing strategic direction for client-managed services and processes.
- Contribute to developing different systems of policies/procedures/protocols in

EXPERIENCE

Senior Manager, Financial Systems

Vericast / San Antonio, Texas / July 2019 to August 2021

- Led, motivated, inspired, developed, and coached staff to maximize their growth and development; responsible for Talent Management of staff.
- History of making an impact, developing and executing strategies, and delivering superior results in both the short and long-term
- Story and workflow development through managing and expanding tool usage by implementing new technology to standardize and produce quality reconciliations. Ensuring the collective team is positioned to minimize operational, reputational, and proprietary risks and focus on continuous process improvement.
- Extensive ServiceNow developing and implementing new innovative processes to improve financial processes, such as the Finance and Fixed Asset, Accounts Receivable, Client Rewards and rebates modules, developing associated dashboards, and end-user documentation/training.
- Provide strategic and technical leadership, including escalation support for all designated hardware, software, or applications to maintain service levels.
- Develop and implement creative content for Finance Shared Services to promote positive organizational change.
- Ensures the collective team is positioned to minimize operational, reputational, and proprietary risks and focus on continuous process improvement.
- Heavy participation in knowledge transfer while recognizing team and individual performance for succession planning, growth, and opportunity.
- Challenge oneself and teams to improve, innovate, and exceed continuously in adherence to the Vericast business values.

Manager, IT Service Management

Vericast / San Antonio, Texas / November 2015 - July 2019

- Directed and responsible for the large-scale development and implementation of IT Service Management core principles
- Provide management oversight in ServiceNow for Change Control management and the Change Advisor Board
- Manage all aspects of ServiceNow and Cherwell implementations for IT Service Management core principles for multiple entities.
- Proactively escalated incidents and communicated issue status to business stakeholders and IT management teams.
- Work strategically with IT Management teams to analyze operations and efficiency of the IT group and recommend process improvements.
- Establishment, management, standardization, and improvement of all IT Business Process Management across IT
- Help support and establish operational dashboard metrics to measure, monitor, and improve Support delivery and performance.
- Manage IT project cost and estimate analysis, On-call Service Restoration Management, IT systems audit and compliance protocol, and annual IT process documentation review.

Business Manager, IT Service Management

Ascension Information Services / St. Louis, Missouri / November 2007 – April 2015

- Design and development for IT Service Management core principles
- Provide management of resource management on technology talent in-house and outsourced
- Managed ServiceNow implementations for Change Control, Service Request, and Release Management
- Develop platform requirements, process documentation, implement training, and foster/enforce process adoptions,
- Develop and establish Key Performance Indicators and metrics development for SLA and OLA performance for Change Control, Service Request, and Release Management
- Act as an expert consultant/resource in enterprise system strategies
- Guides the IT Manager to ensure appropriate resources are engaged for ongoing initiatives.
- Work with the entire Management team to develop and maintain a team of IT professional resources by recruiting, training, coaching, and conducting performance assessments of team members.

Business Manager, IT Service Management

Computer Sciences Corporations / Sterling Virginia / July 1997 – April 2007

- Oversee all aspects of the development lifecycle: requirements, development, quality control, deployment, and maintenance; monitor and adjust the team's process as needed.
- Delegate to developing new managers and project analysts as needed and ensure projects are completed on schedule.
- Provide management to resource management on technology talent in-house and outsourced.
- Hire and retain high-quality staff according to business demands. Promote and guide personal and career growth within the team.
- Developed and managed IT Service Management core principles in Remedy, ServiceNow, and internally developed platforms for multiple entities
- Responsible for operational and strategic planning of IT Service Management, including fostering innovation, project management, and organizing and negotiating the allocation of resources,
- Establish and develop policies, IT General Controls, and innovative infographics to support positive adoption.