



DIANE C. PARHAM

IT AND PROGRAM MANAGEMENT PROFESSIONAL

CONTACT

951-902-9968
dianecarrollparham@gmail.com
San Antonio, TX, USA
www.dianeparham.com
[linkedin.com/in/dianeparham](https://www.linkedin.com/in/dianeparham)

EDUCATION

Master's degree

University of Arizona Global Campus
MBA - Organizational Leadership 2025

Bachelor's degree

University of Arizona Global Campus
Business Administration 2021

Associate's degree

Phillips Jr. College
Criminology 1994

TECHNICAL SKILLS

ServiceNow | JIRA | Cherwell | Workday
| Lucid | EdDraw | Asana | MS
Project & Planner | Confluence | MS
365 Suite | Agile | Scrum | SAFe | Six
Sigma | ITSM | COBIT |
Various AI Tools | AI Prompt Scripting |
Performance Analysis |
Audit & Compliance -SOC, SOX, ISO,
NEXXUS

CERTS AND MEMBERSHIPS

Certifications

ITIL Framework (v3 & v4)
SHRM-CP Society for Human Resource Mgmt
ATD Association for Talent Development
ICF – International Coaching Federation

Memberships

SHRM 2024
PMA 2024

SUMMARY

Strategic and forward-thinking IT leader with over 25 years of experience managing cross-functional teams, IT service management and delivery, cybersecurity operations, and financial systems. Skilled at driving digital transformation, leading enterprise programs and project portfolios, and optimizing workflows to increase efficiency and reduce costs. Demonstrates the ability to lead high-impact initiatives, streamline service delivery, improve audit readiness, and align with organizational goals. Recognized for mentoring talent, minimizing operational risk, and delivering measurable results through strategic planning and continuous process improvement.

PROFESSIONAL EXPERIENCE

Senior IT Program Manager – Individual Contributor

ZAYO LLC | Denver, CO | March 2024 – Present

- Led enterprise-wide migration from Google Workspace to Microsoft Office 365, overseeing cross-functional program initiatives, technical teams, and organizational change management (OCM) activities.
- Managed a \$ 3 M+ IT Security Program, increasing productivity by 30% through resource optimization and process streamlining.
- Coaching cross-functional teams and led the full lifecycle of high-impact initiatives aligned with ITSM, GRC, and security goals.
- Coach other program managers on IT protocols, Risk management, and Stakeholder Engagement.
- Ensured audit compliance and alignment with organizational standards for performance and quality for program management.
- Design, configure, and maintain dashboards in tools (ServiceNow, JIRA, Cherwell, etc.).

Cyber Engagement Manager to Director of Operations

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

- Mentored, Led, and trained a team of eleven (11) project managers and analysts
- Streamlined billing and case management workflows, cutting cycle time by 33% and reducing overdue billing incidents by 70%.
- Eliminated month-end billing delays by optimizing financial workflows and introducing automation, achieving a 3-day turnaround for invoice processing.
- Launched a new Customer Success Model, boosting post-incident client satisfaction scores by 20%
- Designed and implemented tools for enhanced data collection and management protocols to capture team availability and performance data.
- Design, configure, and maintain dashboards in tools (ServiceNow, JIRA, Cherwell, etc.), identifying and resolving service delivery bottlenecks across the organization, introducing new working methods and performance metrics.
- Work with IT and business teams to ensure user roles, segregation of duties (SoD), and access controls comply with standards.
 - Managed operational planning for all IT Audit functions, IT General Controls development and updates, SOC 1 & 2, SOX, HIPAA, PCI, GDPR, and Nexxus
 - Collaborate with IT and Finance stakeholders to identify and deploy automated controls, ensuring comprehensive control coverage while minimizing manual work and enhancing reliability.
 - Maintain and update SOX documentation, including risk-control matrices, performance metrics, narratives, and process flows in response to system and process changes.

DIANE C. PARHAM

IT and Program Management Professional 951-902-9968 dianecarrollparham@gmail.com

CORE COMPETENCIES

ITIL Framework (v3 & v4)
IT Service Delivery
Change Management
Incident Management
Problem Management
Service Request Mgt
Security Operations
Governance, Risk, and Compliance-
(PCI, HIPAA, COBIT, ITIL & GDPR)
Vulnerability & Patch
Security Program Oversight
Security Awareness & Training
Cyber Incident Response
Strategic Program Development
Portfolio Management
Agile Project Management
Scrum/SAFe Frameworks
PMO Governance
Project Lifecycle Execution
Scope and Resource Management
KPI & SLA/OLA Development &
Dashboard development
Risk Mitigation Strategies

PROFESSIONAL EXPERIENCE CONT'D

IT Manager to Senior Manager of Financial Systems

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

- Directed and developed a high-performing team of analysts through coaching, performance evaluations, and leadership development strategies, increasing retention and productivity.
- Delivered enterprise-level technical leadership across hardware, software, and application environments, resolving escalated issues and maintaining 99.9% system uptime.
- Oversaw ServiceNow and Cherwell implementations for ITSM, including Change, Incident, Release, and Configuration Management.
- Managed ITSM initiatives in Remedy and ServiceNow for multiple global clients, for Change Control, Problem, and Service Request management
- Defined KPIs and metrics dashboards, improving transparency in IT support performance.
- Led cross-functional teams and managed the full lifecycle of high-impact initiatives aligned with ITSM and security goals.
- Mentored emerging managers and implemented strategies to improve performance across delivery teams.
- Design, configure, and maintain ITSM dashboards in tools (ServiceNow, JIRA, Cherwell, etc.).
- Led audit documentation efforts and internal compliance procedures, contributing to ITGC readiness.
- Ensured audit compliance and alignment with organizational standards for performance and quality in program management.
- Managed operational planning for all IT functions, including IT General Controls policy development and updates for IT, SOC 1 & 2, SOX, ISO, quarterly internal audits, and resource allocation for audits.
 - Execute IT audit plans aligned with organizational risk management strategies, and define audit objectives, scope, and methodology for IT systems, infrastructure, and applications.
 - Conduct risk assessments to determine areas of potential exposure (cybersecurity, data privacy, access control, change management, etc.).
 - Set expectations with IT leaders regarding compliance and risk management through reporting.
 - Maintain and update SOX documentation, document findings, recommend corrective actions, including risk-control matrices (RCMs), narratives, and process flows in response to system and process changes.
 - Participate in special investigations, enterprise system implementations, and advisory reviews.
 - Reporting performance of the IT Compliance and Risk Compliance programs.
 - Coordinate walkthroughs, testing activities, and remediation plans in collaboration with internal stakeholders and external partners' auditors.
 - Review governance structures for IT investments, project management, and vendor management.
 - Train and support IT staff in awareness of audit compliance and security requirements

LEADERSHIP SOFT SKILLS

Strategic Planning
Executive Communication
Staff Coaching & Development
Stakeholder Engagement
Diversity, Equity, Inclusion & Belonging
(DEI&B)
Conflict Resolution
Remote Team Management
Decision-Making & Problem-Solving

IT Business Manager -Enterprise IT Service Management

Computer Science Corp/Acension Information Services

Saint Louis, MO | July 1995 – April 2015

- Led, coached, and motivated a team of six analysts and developers to oversee all aspects of the Software Development Lifecycle: requirements, development, quality control, deployment, and maintenance; monitored and adjusted the team's process as needed.
- Managed ServiceNow implementations and acted as Subject Matter Expert and Process Manager for Change, Release, Problem, and Request Management for IT Service Management.
- Change Control Management
 - Review, log, and categorize incoming change requests (standard, normal, emergency), and conduct impact, risk, and resource assessments for proposed changes.
 - Facilitate Change Advisory Board (CAB) meetings, documenting approvals/denials, and Schedule, coordinate, and communicate approved changes with stakeholders.
 - Ensure change requests follow ITIL workflows, policies, and compliance standards.
 - Monitor change implementation progress, identifying deviations or risks.
- Problem Management
 - Identify, log, and classify recurring or significant incidents into problems and perform root cause analysis (RCA) using methodologies such as 5 Whys or Fishbone.
 - Develop and document Known Error Records (KER) and workarounds in the Knowledge Base.
 - Coordinate permanent resolution efforts across technical teams, and ensure preventive actions are implemented to avoid recurrence, making sure to track open problems, their impact, and progress toward closure.
- Service Request Management
 - Manage intake, classification, and fulfillment of service requests (access, software, hardware, info).
 - Maintain service request catalog and workflows in ITSM tools, and route and escalate requests to appropriate support groups when needed, including automate repetitive requests through self-service portals where possible.
 - Ensure SLAs for request fulfillment are tracked and met.
 - Communicate updates and completion notifications to end users, and Document and maintain knowledge articles for common requests.
- Designed SLAs and OLAs, developed metrics dashboards, and led and developed ITSM training and adoption strategies.
 - Ensure real-time visibility of KPIs (incident resolution time, SLA compliance, change success rate).
 - Build role-based dashboards for executives, managers, and operations teams.
 - Ensure dashboards align with organizational goals and ITIL best practices
- Coached IT cross-functional staff on global IT Service Management transformations within the different business areanas on Large scale implementations.
- Identified and resolved service delivery bottlenecks across the organization, introducing new working methods, performance metrics
- Set expectations with IT leaders regarding compliance and risk management through reporting.
 - Maintain and update SOX documentation, including risk-control matrices (RCMs), narratives, and process flows in response to system and process changes.
 - Collaborate with Finance, IT and implementation partners to integrate SOX requirements into process design, configuration, and user acceptance testing (UAT) and System Integration Testing (SIT) activities.
 - Reporting performance of the IT Compliance and Risk Compliance programs.
 - Planning for all of IT, managing IT General Controls policy updates for IT internal compliance, SOC 1 & 2, SOX, COBIT and ISO
 - Coordinate walkthroughs, testing activities, and remediation plans in collaboration with internal stakeholders and external partners' auditors
 - Reporting performance of IT Compliance, and Risk Compliance program
 - Responsible for operational and strategic planning of IT Service Management, including fostering innovation and project management.