



## **RECENT EXPERIENCE**

### **Senior Crisis Management Lead Pinnacle Group / FIS / Worldpay 2019 – Present**

- Manage Office Response Teams for offices globally including Europe, South America, and United States, including global membership management, regulatory trainings, and country specific compliance.
- Responsible for Integration Project Plan for corporate merger, bringing two company crisis management programs together and introducing enhanced program training programs.
- Responsible for Life Safety Office Response Team membership management, training, documentation, and incident activation support.
- Finalize Pandemic Plan, schedule trainings, document results, identify additional updates and track action items to resolution.
- Conduct company-wide campaign to rollout MIR3 application to all staff, initiating notifications, tracking results, and performing follow-up activities.
- Manage all aspects of corporate company response to global pandemic including moving 95k employees to work from home, identifying critical work force, and return to office enterprise effort
- Lead multiple efforts to update, create and publish multiple crisis management plans to manage incident response protocols.
- Manage Event Audit Repository and Action Item log for Office Response Teams and Crisis Management Teams ensuring annual program compliance.

### **Vice President; Senior Project Manager Center of Excellence 2016 – Present Union Bank**

- Initiate and successfully lead projects from inception to completion.
- Defines and develop the overall plans to meet the project goals and objectives.
- Execute standard project management processes and methodologies to ensure projects are delivered on time, within budget and meet project objectives.
- Use approved project management techniques to track progress against planned targets throughout the lifecycle of the project through formal.
- Identify resource needs, direct the team, and manage others and outside vendors as required.
- Ensure key project metrics are actively tracked, managed, and met.
- Responsible for taking action to obtain resolution of critical issues and escalates as necessary.
- Identify cross project dependencies and inter dependencies across people, process and technology and manages the required risk mitigation activities to those items.
- Conducted annual Business Continuity planning reviews and updates.
- Negotiate resolutions to project barriers that threaten cost, schedule, or project objectives.
- Develop and deliver management and strategic-related presentations as needed. Investigate and develop resolution of complex business or project issues, including analysis, solution facilitation and development, approval, management communication, and implementation.

**Vice President; Senior Operations Project Manager**  
**Process Only Change Management – Global Technology and Operations**  
**2010 – 2015**

**Bank of America**

- Provide leadership as a team manager to Consumer and Legacy Asset Servicing Organizations.
- Lead/Manage mid-size and large projects and identify/inspect audit, risk, legal and compliance issues that impact major business functions.
- Projects have major influence on the quality and timeliness of products or services, customer service or impact the financial performance of the business unit and require cross-divisional coordination, communication, influence, and negotiation.
- Interact daily with senior leaders within Consumer Operations, Legal, Risk, Compliance and Audit and multiple associates in horizontal lines of business to manage risk and affect change.
- Responsible for analyzing present state (operations, process, reporting, systems, etc.), identifying gaps from a regulatory, legal, and risk perspective, developing alternative future-state approaches and facilitating change in order to advocate for customer, mitigate risk, and achieve compliance.
- Apply strong communication skills, to lead/manage and hold accountable high performing cross-functional teams.
- Partner with multiple teams to meet tough deadlines and solve complex business issues to meet customer servicing expectations.
- Evaluate, coach, multiple team members to improve and meet all business objectives and timelines.

**Project Manager/Business Analyst, Consultant**  
**2003 – 2010.**

**Visa Inc., CSS Program Office**

- Provided Project Management for development of small to large projects and business interactions within Technology Group. Managing total of 21 Projects of varying size from enhancements to +
- \$20MM in scale. Main focus on multi-year project to globalize online internal/external system.
- Responsibilities included: Development and maintenance of project plans, issue, and action-item lists set meeting agendas, traceability of requirements to use cases and provide status reporting.
- Manage cross functional teams to meet multiple project objectives.
- Support/document business requirements with business for comprehension and execution.
- Standardize IT engagement process, project deliverables, funding, and communications.
- Visa Inc., Franchise Program Support
- Provided business analysis and support for Visa membership information system project.
- Responsibilities included: Development and maintenance of project plans, issue, and action-item lists, set meeting agendas and facilitated meeting notes distribution, traceability of requirements to use cases, creation of data definitions, support of data migration effort, maintenance of project artifacts and UAT.
- Executed UAT tests and provided results.
- Supported business requirements development; closely working with developer for comprehension and execution of requirements.
- Provided business analysis and review of 24 Service Level Agreements.

**EDUCATION AND TRAINING**

- University of Phoenix, Business Management Program
- University of Wisconsin, Undergraduate work
- Six Sigma Project Management Training Program – Green Belt Certified
- Treasury Management Association, Cash Management Certification
- Wells Fargo Bank, Bank Officer Training Program