**Carolyn Price, ITIL, IAITAM**

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**SUMMARY:**

1. Experienced performing Business Analytics via Project Management / IT Support roles from small to large-scale projects including day to day Operations; Seasoned background in technology, data base management, QA/UAT case building and Process documentation.
2. Strong background gathering business and technical requirements, first engagement process, risk assessment and mitigation; tracking project participation, implementation, support, and analysis for CRM based projects.
3. Very comfortable working in a dynamic, fast-paced, multi-platform environment maintaining, managing and updating multiple project plans per PMP standards as well as creating data & process flow diagrams.
4. Well versed preparing business analysis reports, project updates, technical plans and client presentations
5. Exceptional problem solving and interpersonal skills. Proven ability to motivate project team and communicate project updates to stakeholders proactively.

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**TECHNICAL SKILLS:**

MS Project, MS Office Suite, SharePoint, Rally, Oracle CRM, PMS, MICROS, POS, BlueWorks, Navvia, eRecord, Agile, SCRUM, Waterfall, Clarity, Confluence, ServiceNow, Service Manager, Remedy, JIRA, Client server technology, networks, firewalls, VPN, TCP/IP, and ITIL / ITAM / PMP practices.

**PROFESSIONAL EXPERIENCE:**

**Well Fargo July 2018 – Present**

***BSC IV / SACM Project Lead***

* Work closely with ETL Delivery teams which manage Infrastructure and Application technical support to ensure mission critical data aggregation to systems and distributed application occurs.
* Support Enterprise initiatives and programs which directly impact data collection, distribution and management within Innovation and Strategic Services Technology space.
* Partner with Platform and Application support teams to address, mitigate and resolve Security Vulnerabilities across the entire Wells Fargo Enterprise (includes BCP, PCI, Availability, Accessibility, Roles, etc.)
* Support Enterprise Core Services and Infrastructure Management with 2019 Technical Refresh Project planning and management, EOL and other Asset Management capabilities.

**Novant Health November 2016 – April 2018**

***Hardware Asset Manager***

* Facilitated all needed requirements-gathering activities to develop business context diagrams for current and future processes (system data flows, process flows, logical data map) to analyze/confirm the definition of project deliverables and to create CMDB Framework (Data mapping, specifications, assumptions and constraints, VFQs,)
* Self-trained and became the SME for the ITIL and Process Documentation tool, NAVVIA Process Designer
* Elicited, analyzed, validated and documented business organizational and operational requirements; solicited and obtained key reporting metrics for SCCM, Service Now and MUD (dB) reporting within the Service Management Organization Portfolio
* Acted as consultant by determining business solutions for stakeholders combining people, process, and technology to support both the strategic direction of the department and functional area initiatives to support the CMS and re-built CMDB

**McDonald’s Corporation August 2015 – November 2016**

***Project Lead, IT Business Analyst***

* PCI Compliance Onboarding of McDonald's Corporation Owner/Operators whom reached Transaction Volume of >1M (Level2/4 merchant); managed PDRA, ISA/QSA decision and implementation, AOC/ROC/SAQ-D, DSP (American Express) compliance among other governance responsibilities for 2016 PCI/DSS
* Elicited, analyzed, validated and documented business organizational and operational requirements; solicited and obtained key reporting metrics for OLA/SLA and System Delivery efforts within Restaurant Solutions Portfolio
* Partnered with package delivery stakeholders to identify the operational impact of changes within defined solutions (RSM 2012, NAR domain, RSM Portal, RRM, SCCM, SCOM)
* Projects:  System Center 2012 (Reporting Portal documentation), SharePoint, Service Café (ServiceNow/Service Center) and Rally tool roll out
* Projects included PCI 2016 Compliance, NAR 2012 Migration, LM Hash, TK Agent upgrade, VSE Agent upgrade, System Center 2012 (reporting portal documentation), SharePoint, Service Café (ServiceNow / Service Center), and Rally tool rollout

**UnitedHealth Group, Inc. September 2014 – August 2015**

***Technical Business Analyst***

* Partnered with applicable stakeholders to identify the operational impact of changes within defined solutions (changes to policies/processes/procedures, compliance with applicable legal/regulatory requirements, additional requirements)
* Supported the PMO via SharePoint, Confluence and CNX Platform for Project migration into UHG WAN
* Actively championed opportunities to improve operating efficiencies/effectiveness (e.g., downstream impacts, role/responsibility realignment, enhanced business value)
* Supported testing activities, as appropriate (production testing, regression testing, user acceptance testing, production validation, compliance with test scenarios)
* Ensured technology projects adhered to PCI (Payment Card Industry), Sox and Security Compliance rules and benefited CSS customers, supported business strategy, improved efficiencies and were in alignment with UHG’s current and future business goals

**Wyndham Worldwide, Inc. June 2014 – September 2014**

***Sr. Asset Management Analyst***

* Supported all hardware and software requests for both daily Operations and Projects which included Desktops, Laptops, All peripherals/accessories, Software Licensing, PCI and Legal Compliance
* Responsibilities included planning, designing and working with network engineers team and database administrators team to obtain PCI DSS (Payment Card Industry /Data Security Standard) compliance
* Facilitated, processed and maintained Inventory of all assets for the 5000+ associates within corporate Orlando, remote resort locations and admin sites for Wyndham Vacation Ownership/Wyndham Hotel Group
* Assisted in developing Asset Control Processes for entire Wyndham Worldwide organization (WVO & WYN)

**Walt Disney World, Inc. July 2013 – March 2014**

***Business Analyst – Parks& Resorts PMO***

* Elicited, analyzed, validated and documented business organizational and operational requirements; solicited and obtained key reporting metrics for approved IT Portfolio Projects and Ideas
* Documented/defined processes and procedures as they relate to project objectives by championing ITIL best practices
* Facilitated infrastructure technical solutions to meet specific user and/or project needs and managed those project efforts through infrastructure implementation
* Translated high-level business requirements into functional specifications for the WDP&R organization and managed changes to such specifications; also managed multiple projects and changes in support of broader initiatives
* Communicated prioritization by anticipating impacts and risks to ensure status was known by stakeholders

**SAIC May 2010 – August 2012**

***Hardware Asset Manager***

* Established, maintained, and enforced Asset Management procedures, standards and process documentation containing detailed descriptions of ITAM roles/responsibilities, HW Life cycle, etc.
* Worked directly with internal/external contractors, vendors and customers to ensure all issues/challenges were documented according to CIP standards
* Attended CCB and reviewed all RFCs prior to deployment to enterprise for Hardware/Software/Infrastructure
* Maintained Asset management SharePoint sites for AMO to track Asset ITAM, PCI, regulatory, legal, contractual, and vendor metrics to ensure all users and their related assets were compliant (SOC/CIP/DSS/PCI)
* Project Leader for relocation of our Data Center from CA to TX; Co-Lo facility; Directly facilitated and managed all Hardware and co-managed Software migration; Completed project on time and under budget
* Managed companywide (ITS and BU) hardware disposal process for all HW (40K employees)
* Reviewed ITS purchase requests for approval and to ensure each acquisition was in Compliance with IT standards for hardware, maintenance, and vendor selection standards per ITAM policy
* Conducted on-site and remote asset inventories, and reconciled all technology assets with current IT asset and financial systems of record to be synchronized

**Busch Entertainment Corporation November 2008 – August 2009**

***Technical Lead***

* Provided technology support for BEC corporate, Call Center, SeaWorld, Discovery Cove, Aquatica theme parks.
* Managed 15 onsite, two offsite and five offshore IT Technicians (levels I, II & III) to assist the business with all theme park operation and back office technology support for both the Three theme parks as well as two Corporate locations.
* Rolled out POS (MICROS\_ 5.0) Upgrade to 350+ client locations within three theme parks within two weeks.
* Managed and maintained Labor Budget for the IT department and provided updates
* Tracked and modeled expensed, capitalized, resource type data monthly to VP of finance.
* Reviewed IT purchase requests for Assets providing approval and adherence with Finance, SOX and ITAM policies.
* Managed the Technology Asset life-cycle, performed physical inventory audits to ensure PCI compliance standards; POC for all DRP/BCP plans related to technology.

**Marriott International May 1999 – November 2007**

***Multi-Property Systems Manager***

* Supported and maintained all hotel technology for six full service hotels in the Phoenix SS cluster
* Supported M&A as Marriott acquired and/or expanded resort and hotel locations; responsible for managing Shared Services Infrastructure, Enterprise HW, SW, and service expansion
* Provided support to IT PMO for infrastructure, enterprise, and service work streams as well as vendor management
* Ensured technology and process changes benefitted CRP customers, supported business strategy, improved efficiencies, and were in alignment with current and future business goals

**CERTIFICATIONS:**

* ITIL Foundations v3
* CHAMP - IAITAM
* Oracle Siebel 7.7, Certified Business Analyst (Oracle Cert Program)
* Project Management Certification Program (IIL)
* PMI SIG-Hospitality Management, certified Founding Charter Member
* MS Project, Orange Belt Certification (IIL)

**EDUCATION:**

**DeVry University**

Bachelor of Science, Information Systems Management