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**E D U C A T I O N**

**Masters of Business Administration**

July 2013

*Charleston Southern University*

Emphasis: **Computer Information Systems**

**Bachelors of Science in Business Administration**

December 2008

*Appalachian State University*

Major: **Computer Information Systems**

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**E X P E R I E N C E**

**TD Bank**

October 2013 - Present

*IT Operations Specialist*

- Subject matter expert on in house data reporting tool
- Planned, monitored, developed, and delivered on numerous key enterprise-wide reporting enhancements
- Integral part in transforming delivery model to agile focused

*Business Systems Specialist*

- Designed and developed new issue tracking process for our third-party data warehouse vendor
- Helped negotiate terms and lowered costs with third party vendor
- Tracked issues with vendor to maintain a cohesive relationship and contract adherence
- Subject matter expert for connectivity, file loads, and data availability for data warehouse
- Managed several key projects to help eliminate risk
- Liaison between line of business, technology teams, and data warehouse vendor. Kept all the teams readily communicative and provided a good support system for the relationship

*Senior Vendor Relationship Manager*

- Designed and developed new invoice workflow. New workflow saved an estimated 33 hours a month of invoice processing.
- Designed and developed internal dashboard and reports.
- Automated several tedious manual tasks
- Quickly became subject matter expert for procedures and processes, standards, architecture, and technology for invoice processing
- Worked with two global delivery vendors to ensure invoicing and contracts were efficiently managed
- Tracked, measured, reported, and evaluated vendor performance

*IT Business Systems Analyst II, Assistant Vice President*

- Acted as technical lead for production releases.
- Coordinated across several teams to ensure vision and goals were met
- Subject matter expert for online banking platforms, mobile and tablet applications, TDBank.com, and Online Account Opening
- Managed and maintained the production support defects of the retail online banking, retail mobile and tablet applications, small business online banking, small business mobile and table applications, TDBank.com, and Online Account Opening
- Won 2015 Q3 DCTS League of Excellence award and was finalist for annual award

**Cardinal Solutions** – Charlotte, NC  
*IT Business Analyst – Staff II Consultant*

July 2012 – July 2013

- **Client:** AmWINS – Rebuilding of Group Benefits Software Package  
*March, 2013 – July, 2013*
  - Served as a Scrum Master for a team of 7 individuals.
  - Helped other business analysts with requirements gathering, wire framing, and documentation
  - Conceptualized, planned, estimated, and executed all administration tasks for all development sprints
- **Client:** Wells Fargo – Internal Communications Department  
*July, 2012 – March, 2013*
  - Managed a team of 4 colleagues to get requirements, design, document, and develop a custom .Net solution
  - Served as Scrum Master for the entire life of the project
  - Solely in charge of gathering and documenting functional and technical specifications and requirements.

**Sod Solutions Inc.** – Mt. Pleasant, SC  
*Director of Web Development, Creative Design, and IT*

January 2011 – July 2012

- In charge of the firm's IT, web development, and creative design
- Effectively managed a team of contractors to complete all web project tasks within time frame and budget
- Communicated plans, goals, and budgets to C-level leadership
- Forecasted monthly, quarterly, and annual expenses, ROI, and project plans
- Designed, developed, supported, and presented new technologies to the industry.
  - Ecommerce Platform
  - Custom Content Management System
  - Custom Online Marketing Platform

## **SKILLS / CERTIFICATIONS**

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|------------------------|----------------------------|-------------------|
| • Project Management   | • Certified Scrum Master   | • Communication   |
| • Cost saving analysis | • Proficient in ServiceNow | • Leadership      |
| • Vendor Management    | • Skillful in Splunk       | • Risk analysis   |
| • Change Management    | • Fluent in several        | • Decision making |
| • Process Improvement  | programming languages      |                   |