**Rose Hernandez**

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| SUMMARY | Goal-oriented **project leader** with a proven record of accomplishments and client satisfaction in the B2B e-Business, financial, healthcare and distribution vertical markets. Known for ability to never lose sight of the “big picture”, while also meeting demanding deadlines.  **Key Skills:**   |  |  | | --- | --- | | Project Oversight | Service Management coordinator and status reporting manager. | | Project Management | Multiple, simultaneous projects in an international, distributed environment. | | Customer Interface | Business Requirements definition, status reporting and expectation management up to C-level. | | Analysis | Business analysis and subject matter expert. | | Training | Course-ware creation and training on complex, often technical subjects. | | People Management | Management of direct and indirect reports. | | Issue Problem Solving and Mediation | Point of contact for escalation by internal and external customers. | |
| PROFESSIONAL EXPERIENCE | Wells Fargo, Houston, Texas March 2011-present  Senior Business Analyst, Information Security Technology PMO   * Responsible for the analysis, maintenance, enhancement and control of the organization's data. * Create and analyze metric reporting. * Responsible for SDLC documentation for project deliverables. * Engage with lines of business and tracks progress of deliverables. * Manage/schedule communications to project participants, including notices, reminders, agendas, minutes, etc. * Provide follow-up and tracking of required approvals for project outputs and deliverables, including responsibility for posting documents in archival and reporting systems. * Assist the project manager in producing project management documents (schedules, reports, financials, etc.). * Maintain project action, issue and risk logs. * Responsible for requirements definition, project coordination, process development and report/metrics generation.   **Selected accomplishment:**  *Assumed the role of acting project manager after the Senior Project Manager was required to roll off prior to project’s completion due to company tenure policy. Project deliverables were still completed within the required time-frame defined by Audit.*  CEVA Logistics, Houston, Texas 2008-March 2011  Regional Project / Service Management Coordinator   * Captured requests and tracked them during the validation, prioritization and approval process. * Defined and validated project request details with the business and customer. * Gathered and documented high-level project business requirements. * Identified operational processes, process gaps and project impact. * Coordinated and defined level of effort estimates with regional and global business teams * Prioritized project requests with business input based on the input from a standardized project priority scoring model and obtained appropriate approvals. * Assisted in the implementation of projects and new processes within Service Management. * Managed Service Management related projects.   **Selected accomplishment:**  *Integral to the building of a new Service Management organization from the ground up and establishing one point of entry for all projects via an e-Portal into the IT group.*  Bank of New York, Houston, Texas 2005-2008  Project Analyst, Corporate Trust (2006-2008)   * Developed an approved implementation plan for financial software and other business projects. This plan impacted implementation effectiveness by meeting the trustee’s fiduciary obligation, while also creating efficiencies in the business processes. * Assisted in the completion of multiple projects on time and budget. * Acted as consultative business subject matter expert for projects. * Defined and published workflows and business requirements. * Created performance reports and dashboards (KPI’s) for senior management. * Supported project closure by completing project deliverables and transferring responsibility of software and documentation.   Conversion Analyst, Corporate Trust (contract 2005-2006)   * Converted compliance reporting system for large Collateralized Debt Obligations (CDO) resulting in the required legal compliance as trustee. * Reviewed and interpreted the legal documents on the complex nature of financial deals as needed for conversion. This included ensuring that all the tests required against the CDO deal were reflected in the new software and were legally compliant. * Completed software model review against legal documents. * Conducted quality assurance between the conversion application and the legacy application. * Stress-tested the new application to ensure all potential scenarios were handled. * Researched and resolved any issues found during application testing.   **Selected accomplishment:**  *Successfully completed beta testing of Market Value Deal conversion, created training course-ware and trained the Conversion Team on the new process. This resulted in efficiencies being gained by the team during that phase of the conversion which resulted in meeting the project timeline.*  **Conposmo Technology, Houston, Texas** **2004-2005**  **(a Healthcare Services company: Orthotics and Prosthetics)**  Business Analyst   * Analyzed user requirements, procedures and problems to automate processing or to improve existing computer system. * Conferred with personnel of organizational units involved to analyze current operational procedures, identify problems and learn specific input and output requirements. * Wrote detailed description of user needs. * Compiled and published security policies and procedures created by the information security committee. * Provided direct training to employees on the information security policies and procedures. * Implemented information security policies and procedures in alignment with HIPPA. * Coordinated with IT department (outsourced) to resolve any issues that arose.   **Selected accomplishment:**  *Completed HIPPA security recommendation prior to deadline, thus allowing management adequate time to review and approve before compliance enforcement.*  Magnetiks iMedia, The Woodlands, Texas 2003-2004  Implementation Consultant   * As Change Control Coordinator, implemented new websites and revised existing ones. * Completed client interactions beginning at initial content interview, continuing through the successful completion and launching of site, as well as any follow up needed. * Created or revised content text. * Advised on overall design of site.   Corporate Express, Houston, TX 1990-2003  ***Regional eBusiness Implementation Manager*** (1994-2003)   * Drove all eBusiness activities in the South Central Region. * Managed over $175 million in regional e-Business integrations. * Led regional eCommerce project managers. * Consulted with major accounts on e-Business solutions, including many Fortune 100 clients (e.g.: ConocoPhillips, Valero Energy and Dow Chemical). * Trained IT project managers, sales reps and customers effectively on e-Business solutions and the organization’s proprietary web-based application. * Authored and published software training materials. * As project manager, coordinated implementation of new e-Business technologies and eProcurement solutions. These technologies included Oracle, SAP, Ariba, Commerce One, Trade Ranger, eScout, PeopleSoft and many smaller, custom platforms. * Was responsible for managing the client through each phase of their e-Business implementation while maintaining current service levels. * As project manager, coordinated new EDI implementations. * Efficiently facilitated communication between corporate headquarters, regional personnel and customers regarding eBusiness initiatives and objectives.   **Selected accomplishment:**  *Increased regional e-Business sales from less than 20% of net sales to 44% within a year. This exceeded the corporate goal and resulted in substantial order process cost savings for the company.*  ***Billing Manager*** (1990-1994)   * Successfully managed all aspects of data entry/billing clerks. * Was responsible for departmental budget and human resources. * Handled creation and distribution of $70 million of billing. * Involved in heavy internal and external customer problem solving. * Installed, trained and presented proprietary eCommerce software. |
| EDUCATION  PROFESSIONAL DEVELOPMENT | University of Houston, Houston, Texas  **Bachelor of Business Administration**  Beta Gamma Sigma, an honor society for collegiate schools of business.  **ITIL Foundation v3 training - 2011**  **Project Management (PMI) curriculum – 2006-2008**  **Bonds, Financial Markets & Money Markets - 2007**  **Hiring and Firing Within the Law – 2005**  **Introduction to Project Management - 2003**  **Conceptual Selling – Miller Heiman 2002**  **Professional Selling Skills - 2002**  **The Art of Project Leadership – 1999**  **Strategic Selling – Miller Heiman 1999** |
| TECHNICAL SKILLS | **Software:** Microsoft Word, PowerPoint, Excel, Outlook, Publisher, Project, Visio, and SharePoint; Planview; STAMP; Changepoint; Lotus Approach; Wall Street Office; Oracle Time and Labor.  **eProcurement Solutions, Market sites and Standards:** Implemented proprietary web-based eCommerce software with Oracle, SAP, Ariba, Trade Ranger, Perfect Commerce, Peoplesoft, and Neoforma customers using XML, cXML and ANSI x12 standards, as well as custom formats. |