

Rod Vial

IT OPERATIONS SYSTEMS SECURITY ADMINISTRATOR, PROJECT MANAGEMENT/BI, TAM/SDM/DEV

ITIL-certified System Programmer Analyst and Customer-centricity award winner professional with 10+ years of experience in IT Operations, ITSM, Cybersecurity, and business intelligence. Strong analytical skills for rapid issue resolution. Proactive and confident at prioritizing tasks, consistently improving SLAs, and reducing escalation times by collaborating with Risk/Incident/Problem Management.

◆ TECHNICAL SKILLS

CLOUD PLATFORMS ARCHITECTURE	AWS/Azure/Oracle/IBM, SAP, GIT/GitHub Source Control & Repositories, MS SharePoint, Confluence	MANAGED HOSTING ARCHITECTURE	Windows/Linux Servers, VMs/VDIs, Dockers, VMware: vCenters/ESXis/vSphere/Horizon, Hyper-V, Oracle VirtualBox
PROGRAMMING/ CODING LANGUAGES	SQL, ASP/VB/C#, C/C++, JAVA, PHP, HTML5, CSS, JSON/XML/YAML, JavaScript, Perl, Python	FULL-STACK DEVELOPER, WEBSERVERS, J2EE, SDLC, DB	WebLogic, Apache, NGINX, IIS, Tomcat, NodeJS, MySQL, Postgresql, MSSQL, Oracle DB, IBM DB2
CYBERSECURITY	Data Security, Event Management, compliance, frameworks and controls, Security Domains, Network/Firewall, Vulnerabilities, Threats and Risks	DATA ANALYTICS	BI Reporting, Tableau, Microsoft Power Bi, IBM Cognos, SAP BI/Crystal Reporting, Google Analytics, Oracle BI, Relational DB
OPERATING SYSTEMS, DISTROS	Windows Desktops, Servers, Unix/Linux (RedHat, Oracle, Debian/Ubuntu, Kali), AS/400, DOS/CMD, Raspberry Pi OS	ITIL/ITSM TOOLS	Oracle E-Business Suite/RightNow (OCI), ServiceNow, BMC Remedy/Helix, CA Service Desk, Salesforce, IBM Tivoli, JIRA, Microsoft 365/Visio, Lucid

◆ WORK EXPERIENCE

IT Operations Systems Security Administrator SPRING FINANCIAL INC.

11/2023 - Present

- ◇ Installing, administering, and troubleshooting network security solutions.
- ◇ Updating software with the latest security patches and ensuring the proper defenses are present for each network resource.
- ◇ Performing vulnerability and penetration tests, identifying and defending against threats, and developing disaster recovery plans.
- ◇ Configuring security systems, analyzing security requirements, and recommending improvements.
- ◇ Monitoring network traffic for suspicious behavior.

Technical Account Manager (Cybersecurity, MSSP) NTIRETY

07/2022 - 06/2023

- ◇ Managed six top-tier clients concurrently, fostering a 20% revenue boost. Achieved flawless 100% data security, governance, and regulatory compliance with HIPAA/HITRUST/PCI DSS/SOC/ISO 27001 regulations through cutting-edge security measures, leading to a significant 15% reduction in data breaches.
- ◇ Facilitated the selection of cybersecurity solutions, resulting in a 25% improvement in data security compliance and collaborated with cross-functional teams to evaluate and select cybersecurity technologies that meet SOC compliance, resulting in a 10% reduction in security incidents.
- ◇ Executed Technical business reviews for 50% of our customer assigned, resulting in a 20% increase in customer satisfaction and delivered monthly performance reports to customers, showcasing a 25% improvement in system stability and scalability.
- ◇ Created numerous comprehensive network topology diagrams to illustrate the network's structure. Continuously expanded the Wikis to encompass 95% of operational processes. Ensured that run books and wikis aligned with best practices for 100% accuracy and Improved team efficiency by 15% through quickly accessible technical documents.

WORK EXPERIENCE

IT Consultant BAYER

01/2021 - 06/2022

- ◇ Utilized 80-90% applied knowledge of relevant IT trends and processes to proficiently identify and address performance, security, and risk management issues in complex IT environments, ensuring optimal system functionality, and data protection.
- ◇ Configured and troubleshooted software solutions, achieving a 95% success rate in meeting users' business process requirements, resulting in enhanced operational efficiency and user satisfaction.
- ◇ Managed and configured repository and ticketing system with a 99.5% uptime rate, ensuring central servers were consistently operational and user-friendly, thereby minimizing downtime and maximizing productivity.
- ◇ Effectively managed the entire organization's IT infrastructure, which included data centers, servers, networking hardware, desktop computers, printers, laptops, tablets, mobile devices, and enterprise application software solutions, resulting in a 99% uptime for critical systems and a 20% improvement in overall infrastructure efficiency.

Service Delivery Director / Senior Principal TAM - Managed Cloud ORACLE

12/2013 - 12/2018

- ◇ Managed and governed accounts totaling over US \$5 million in yearly revenue for Oracle Cloud OnDemand, achieving a 10% increase in revenue and maintaining a 98% customer retention rate through effective client relationship management and solution delivery.
- ◇ Established and participated in 10+ cross-functional team projects with a 15% improvement in project delivery timelines. Achieved a 98% customer satisfaction rate by overseeing diverse areas, including system management, business and technical oversight, and governance strategies, all contributing to customers' sustained success.
- ◇ Achieved a 98% adherence to XLAs/SLAs and consistently met or exceeded service reviews, resulting in a 20% reduction in service amendments. Additionally, I provided valuable inputs to Client Service Executives for account planning, contributing to a 15% increase in overall client satisfaction and a 10% growth in revenue.
- ◇ Delivered top performance for four consecutive years, resulting in a promotion from Service Delivery Manager to Service Delivery Director, Senior Principal TAM, achieving Oracle's Highest Individual Contributor (IC5) recognition for consistently driving a 25% increase in customer satisfaction and a 20% growth in service contract renewals (i.e. Oracle OpenWorld customer success stories).

Senior IT Analyst - Document Standard, Content Management (IAM Security Protocols) EXPERIAN

06/2009 - 01/2013

- ◇ Proud award-winning advocate for client centricity. Recognized for championing client centricity with accolades for streamlining the global decommissioning process, resulting in a 30% efficiency improvement and fostering a client-centric approach that led to a 50% increase in client satisfaction.
- ◇ Obtained ITIL certification, strategically analyzed, planned, developed, and implemented the global decommissioning process and automation, achieving a 40% reduction in operational costs, a 30% increase in process efficiency and a 10% reduction in request response time.
- ◇ Developed data security sites, Managed and maintained documentation repository, identity, and secure access management for the entire Enterprise Content Management (ECM) solution in North America, leading to a 25% improvement in data security, enhanced user experience and ensuring 100% compliance with IAM security protocols.

Enterprise Command Center Manager - Data Center (Data Center ECC Engineer) AMERICAN EXPRESS

10/2007 - 12/2008

- ◇ Collaborated on global cloud data center solutions, services, and monitoring management, expanding from a regional to a global scale, resulting in a 30% increase in operational efficiency and an extended service reach.
- ◇ Oversees systems monitoring, orchestrates incident escalation, and manages risk in North America, leading to a 20% reduction in incident response times and a 15% improvement in risk mitigation.
- ◇ Contributed to data center infrastructure, architecture, scalable system monitoring, threshold warnings, and ecosystem optimization, leading to a 15% reduction in operational costs and a 25% improvement in overall system performance.

ACHIEVEMENTS / AWARDS

Client Centricity Award (01/2012 - 01/2013)

EXPERIAN

- ◇ North America Decommission Process

Promotion to Service Delivery Director / Senior Principal TAM (12/2017 - 12/2018)

ORACLE

- ◇ Promoted to IC5, Highest Individual Contributor at Oracle



EDUCATION

COMPUTER SCIENCE - System Programmer Analyst (Advanced Diploma)

George Brown College

09/2001 - 06/2005

CERTIFICATES

Architecting Google Compute Engine Specialization
Certificate (01/2020 - Present)

Arduino automation and Robotics Certificate
(09/2019 - Present)

ITIL Certificate (01/2012 - Present)

