**Raquel Wilson**

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**PM Methodology**

* Waterfall, Agile and Sprints for software or any type of projects.
* Track tasks end to end, with on-time or earlier completion. Track projects via Gantt Chart, MS Project or Visio.
* Types of Experience: 10+ years' Experience in Project Management (Design-Build, MEP Plans, AutoCAD/Architecture within Schools, Restaurants and Commercial Space), Real Estate, Facilities, Supply Chain/Logistics, Cybersecurity (IAM) Identity and Access Management, Disaster Recovery, Business Continuity Change Management and 7 years' experience in Business Analyst, Process Improvement Analyst, Data Analyst, eCommerce and Supply Chain, Quality Assurance Analyst (Risk & Compliance).

**Computer Knowledge**

MS Office Suite-ex. PowerPoint; Various Communication software-ex; Teams; Various Tracking & Ticket Software – ex. MS Project, Visio, JIRA, Tableau, Clarity, Fieldglass, ServiceNow; Various storage software – ex. OneNote or teams; Various Data Mining and Data Profiling – ex. SharePoint, SAP (Basic), PowerBi, Custom software- ex. PrimeMover.

**Employment History**

**Quality Assurance/Risk & Compliance Analyst/Cyber Security & (IAM)/Project Manager**

**FirstBank** December 2020-Present

* Support in the design of quality control checklists to be used in the monitoring of product origination and processes, as to compliance with: Corporate and regional credit, deposits, ACH and electronic services compliance and operational policies and procedures
  + Collateral Sufficiency, Integrity and Lien Perfection
  + Adherence to Loan Covenants
  + Create references and guides for end users for ITSM processes on ServiceNow – Voice of Customer
  + Regulatory consumer compliance/Data Governance
  + Servicing requirements
  + Transformation of Service Catalog in ServiceNow
* Completes accurate, timely and in-depth reviews of the lending and deposits origination and processing to ensure compliance with the above detailed requirements and reconciliation of accounts.
* Documents and evaluates procedural or policy weaknesses and/or inconsistencies to avoid noncompliance risk.
* Provides training and guidance to other areas, particularly in handling difficult, sensitive, and disputed loan situations and renegotiating contracts.
* Provides input and reports to other areas to guarantee their awareness of situations under their control encountered during the review process.
* Maintains awareness of changes in Company, regulatory and credit policy guidelines that impact the business activities.
* Adheres strictly to compliance and operational risk controls in accordance with Company and regulatory standards, policies and practices; reports control weaknesses, compliance breaches and operational loss events.
* Reviews findings with appropriate loan officers, branch personnel, department managers, and members of senior management; elicits any corrective actions, including the timeframe, and identified deficiencies and weaknesses.
* Payments Compliance and upcoming regulations, Fraud detection, Process Payments and includes Card and check Payments.

**Data/Supply Chain Analyst (eCommerce) CONTRACT** ROLE October 2019 – May 2020

Alliance Entertainment (Steven Douglas) Sunrise, Florida

* Investigate and document new IT tasks and follow through to QA & UAT.
* Configuration/Customization of the ServiceNow system including workflows.
* Created and maintained client custom product, cost and inventory files delivered via FTP.
* Design and implement methods to gather and manage supply chain data Research and seek out the most cost-efficient shipment procedures and methods.
* Plan and implement supply chain optimization projects, as well as assist in promoting a positive image and inter-business relationship with business partners and vendors.
* Seek to improve all aspects of the supply chain department by reviewing current methodology and processes. Experience in analyzing and improving supply chain data, information and processes.
* High-level understanding of all aspects of supply chain processes. Develop KPIs and provide ITSM performance metrics reports using ServiceNow Performance Analytics Module.
* Ability to research companies and determine the best vendors to reach out to for various projects. Experience. working to improve all aspects of the supply chain by streamlining steps and locating the best prices for inventory.
* Ensures master data integrity in key systems as well as maintaining and cleansing data in preparation for data migration. Supporting the implementation of the SAP system through data migration.

**Infrastructure/Change Project Manager/Business Analyst/Compliance Analyst** June 2019 – September 2019

Seminole Tribe of Florida (Signature Consultants) - CONTRACT ROLE Hollywood, Florida

* Create Infrastructure Requirement Manual for entire tribe – Inclusive of System, Network, Public Safety, Applications, Operations and Information Security; Financial Analysis and reporting and assure compliance
* Teach departments - Construction, Real Estate and Planning how to identify where Coaxial Cables and fiber lines will come into the building.
* Teach Construction how to install and bring in cable into a building and bury the line, to assure full power of the line is brought in without constant loss of network or intermittent connection.
* Provide a construction document on installing Fiber Optic lines which includes angle and burying the line; which includes OSP or into main building (MDF/IDF) (ITIL)
* Provided and Designed typical layout of fiber optic line into MDF.
* Provided and designed layout of MDF, Racks, tracks and punch down, Fire Suppression, Electrical requirements, coaxial cable and labeling of lines, router and switches.
* Set up Data Center Hardening and Security of Data for Information Security (Infrastructure/Cybersecurity- Process set up & Established – Disaster Recovery, Business Continuity and Identity Access Management (IAM)
* Gather requirements using interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, use cases, scenarios, business analysis, task, and workflow analysis.
* Evaluate information gathered from multiple sources, decompose high-level information into details, and distinguish user requests from the underlying true needs. Inclusive of Voice of the Customer (VOC).
* Proactively communicate and collaborate with technical team and business owners to analyze information needs and functional requirements to deliver an effective solution.
* Drive Change Management by working with business units concerns and effectively communicate transition of existing process to new process and procedures. Data Governance.
* Participate in the QA and release management of new and changes to applications through thorough testing, debugging and user acceptance before planning and executing deployment into Production.
* Work with Public Safety on Life Safety on BDA’s (Cellular and Radios), DAS, CCTV layouts (identifying back up time and positioning of cameras).
* Work with Network Team and Information Security of design of MDF/IDF design, requirements, set up of Internet provider and fiber optic run (inclusive of underground and above ground).
* Work with Systems and Applications on set up of Windows 2008 OS Migration.
* Work with ServiceNow Programmers to specify requirements.
* Walk individual departments through approval process, planning, execution, and closeout to ensure planned results are achieved on time

**Financial/Business Analyst and Project Manager** (Short term Contract} September 2018 – March 2019

Team Rubicon (Veteran Based Company) ***60 project -*** Disaster Recovery - Collier County Rebuild Naples, Florida

* Help victims of Disasters (Hurricanes) with rehabilitation, cleanup and renovation of their property under a provided budget, as well as help Veterans (Navy, Army, Airforce and Marines) matriculate back into society with a skill.
* Responsible for managing and coordinating a project resources and documentation – end to end, as well as Forecasted and reconciled company’s expense accounts and assisted in vendor contract renewals and invoicing.
* Responsible for ensuring every assigned project is completed with a high level of quality construction & customer service, on time and on budget (inclusive of RFI/RFQ/RFP). Volunteer Coordinators, Resource Coordinators and Finance/Scheduling Coordinator report directly to Project Manager.
* Review Construction documents for permit submission to assure client did not have to have their HVAC updated and drops reworked or relocated or repaired.
* Worked with IT staff, Infrastructure and management to assess software access and teach staff how to use the software; as well as, set up business process flow for operations and software updates to share with executives/upper management.
* End to end process inclusive of analysis, documentation, functional specifications and implementation.
* Designed Fire Suppression, Electrical requirements, coaxial cable and labeling of lines, router and switches.

**Financial/Functional Business Analyst** - Enterprise/ERP to Cloud Base Program April 2017 to September 2017

**Citrix** – (Insight Global) - (CONTRACT) Fort Lauderdale, FL

* Gather/Partner with/from Finance (A/P, GL, Revenue Recognition, Tax & Treasury) business requirements to assure finance system development matches the needs of the individual accounting functions. Assure all requirements have been gathered & expectations have been identified whether by original launch date or subsequent updates.
* Systems used: PowerPoint, Visio (outlining process flow) or Excel.
* Work with SAP FICO team to assure that all software requirements are mapped correctly and assure middleware is working with all internal application (i.e. Hybris, Vertex, Vantiv, Coffee & Cloud environment)
* Assured all Use Cases & User Stories have been utilized in both SIT & UAT to eliminate misunderstandings on delays, errors or inability to use the software as outlined and agreed upon with Stakeholders & Business partners and train users.

**Facilities & Project Manager/Financial Business Analyst** June 2016 – April 2017

The Retail Outsource – T -Mobile Franchisee - (Full-Time Role) - ***90 projects*** Coral Gables, FL

**Construction and Build-Out of 45 locations within 6 months with cost savings of $3.5 million, which includes:**

* Review potential locations, estimate, RFP, RFI or RFQ, acquire LOD, work with T-Mobile corporate to assure adheres to DID, Completed Test Fits, selected & hired an Engineer, Architect, General Contractor, designed Data room and fiber optic lines; as we as value engineered Construction Documents.
* Negotiated with vendors & contractors for infrastructure – i.e. Computer set up, Cabling, networking & PBX/phone/Internet requirements. Ordered fixtures, equipment, scheduled IT installations & security systems. Process improvement and best practice. Control Budgets, Financial management and reconcile accounts.
* Provide a construction document on installing Fiber Optic lines which includes angle and burying the line; which includes OSP or into main building IT closet
* Sketch/Design layout of each location, review of construction documents to assure it matches T-Mobile specifications in Design and assure Mechanical (HVAC), Plumbing and Electrical meet the requirements of the space we have selected; In some cases we selected to takeover a restaurant and had to remove walkin refrigerator along with any plumbing and electrical which helps to run the walk in fridge.

**Facilities Managed which includes – 40 currently owned locations and corporate office:**

* Reduced Utilities (reduce air conditioning costs- locate & seal areas where air escapes), Security (assure cameras are on merchandise & entry points - negotiate for all locations) - Savings equated up to $ 150k a year and set precedence for new locations, reconcile accounts and created contracts with vendors with reduced costs.
* Reduced Corporate operational costs, utilities, office supplies, parking cards & internet by $500k per year
* Defined & managed IT Disaster Recovery Strategy from a security perspective for break-ins and robberies.
* Tested Server performance from corporate to assure that all stores software could be updated simultaneously for financial reporting. Work with IT vendor, Infrastructure, to specify requirements, purchase software and install.

**Construction Project Manager/Business Analyst** **CONTRACT ROLE** June 2015 to March 2016

Ultimate Software Group (Kronos) (Signature Consultants)

* Construction Project Manage build out of 2 Print Shop locations Memphis, TN and Weston, FL. Design/Sketch demolition of existing location and new walls, MEP - Mechanical (HVAC), Plumbing and Electrical to assure the needs of the print shop has been taken into account for.
* Business Analyst – Gather requirements, work with vendors to gather costs and design applications, user testing, launch applications and train users. Financial Analysis and reporting
* Determined staffing requirements, interview, hire and train new employees, or oversee personnel processes for $7 mm printing project over a 2-month process.
* Monitored employment agencies to ensure all services required stayed within budgetary limits
* Tracked issues, risks, communicated status, and escalate concerns
* Worked with IT team via JIRA and SharePoint on requirements, documenting outcomes and requirements
* Defined and managed IT Disaster Recovery Strategy if a network was to go down
* Defined software and hardware requirements in collaboration with stakeholders and owners.
* Reported & prepared strategies to maintain server infrastructure between two sites, Memphis, TN & Weston, FL
* Assured “Dashboard” reflects current and past requests from a statistical and percentage perspective for future projections.
* Completed RFI/RFP/RFQ to purchase laptops, computers, phones and items for day-to-day operations
* Set up and assured all cabling, internet, phones, & computers/docking stations were up in Memphis, assured phone calls would bounce between both locations in the event one location is unavailable.
* Provided permissions/access to people, whether limited or full access.
* Organized and managed installation of coaxial cabling from main room to location to install security cameras, cable tv, & internet.
* Work with IT vendors to specify requirements, purchase software and install.
* Provide a construction document on installing Fiber Optic lines which includes angle and burying the line; which includes OSP or into main building (MDF)
* **MS Project** – Detailed process flow of each stage of Build out, Purchase Print Equipment with Lead – Time, Hiring Staff and relocate staff

**Senior Project Manager**/Principal (CONSULTANT/CONTRACT ROLES) December 2007 to June 2015

Teamwork Property Management Commercial, Retail & Residential clients

* Project execution, planning, budgeting RFI/RFP/RFQ & overall project execution. Duties included:
* Resourced product and resources; Utilize product and resources as necessary. Manage project financials,
* Project administration, including budgeting and forecasting. track resources time
* Monitoring risk and managing change and contract management; assure resources ability to complete SOW (Statement of Work)
* Continuous improvement initiatives across projects

**Education:** Bachelor of Fine Arts in Interior Design, New York Institute of Technology