

KATHERINE SYRRAH

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IT SERVICE LEVEL MANAGER

Change Management ▲ Incident Management ▲ Problem Management ▲ Event Management

People- and solution-focused self-starter with proven success implementing and managing broad range of IT projects. History of increasing customer satisfaction by delivering on-time services in operations. Expert in assessment, diagnosis, design, and implementation processes for ITIL's IT Service Management. Available for up to 50% travel.

CONFIRMED VALUE TO ORGANIZATION Recognized for strong performance as contractor; hired as employee

- ▲ Annual pay increases and 5-year retention in contractual agreement.
- ▲ Assignment of critical responsibilities requiring higher level competency and problem solving.
- ▲ Progressively increasing responsibilities from role of entry level developer to project team leader.
- ▲ Product owner of 10 critical applications, lead Systems Security Administrator with on-call duties.
- ▲ Troubleshooter and analyst who increased uptime and availability more than 1%.
- ▲ Production system / process monitor who maintained 99.8% uptime for 202 end points.

CERTIFICATIONS Focus on Service Management, Service Lifecycle, and Systems Auditing

- ▲ Certified Information Systems Auditor (CISA), July 2011.
- ▲ ITIL v3 Intermediate: Service Lifecycle - Service Transition, July 2011.
- ▲ ITIL v3 Foundation Certificate in Service Management, February 2011.
- ▲ ITIL Foundation Certificate in Service Management, September 2006.
- ▲ Microsoft Certified Professional, June 2006.

PROFESSIONAL EXPERIENCE

ELECTRICAL PRODUCTION AND TRANSMISSION AGENCY, City, State August 2004 – Present

Compliance Analyst, Governance Compliance Advisory (Employee) August 2010 – Present

Program Design

Hired from contracting position into newly formed department to complete projects:

Enterprisewide Risk Mitigation Plan Assessment, May 2011 to Present

- ▲ Created program for assessing risk mitigation plans for all business units (in progress).

Enterprisewide Peer-to-peer Compliance Review, May 2011 to Present

- ▲ Created program to conduct peer-to-peer reviews to oversee and assure compliance functions in business units (in progress).

Compliance Office Assessment Program Design, September 2010 – November 2010

- ▲ Created organizational workflow program for assessing compliance across all business units.
- ▲ Designed Compliance Assessment Toolkit to assess compliance of standard programs and processes in business units and exit briefings with respective internal business partners.
- ▲ Ensured policy governance by assessing compliance and standardizing procedures and policies.
- ▲ Achieved expectations of governance council.

Process Improvement

Designed and evaluated ITIL current / future processes; reviewed functional area for compliance.

Current and Future State ITIL Processes Design, February 2011 – April 2011

- ▲ Designed current / future ITIL processes as baseline for changes to align ITIL processes and vision:
 - ▶ Designed and executed process maturity assessment of current state ITIL processes within Change, Incident, Problem, and Event Management based on ITIL Process Maturity Framework.
 - ▶ Provided steps to increase maturity levels by evaluating future state vision of ITIL processes.

Kaizen Event Leadership, April 2011 – May 2011

- ▲ Evaluated current state and mapped out future state process.

Advisory Engagements for Office of CEO, January 2011 – Present

- ▲ Reviewed established company functional areas for agency governance gaps and overlaps.
- ▲ Evaluated content of agency governance procedures to ensure alignment with established functional area.
- ▲ Designed and implemented system to track action items that resulted from Board decisions/resolutions for Office of CEO. (Currently in testing phase for legal compliance.)

IT Emerging Technology (Contractor)October 2006 – August 2010

Systems Implementation and Management

Led projects that developed, implemented, and administered multiple applications and processes:

- ▲ **Systems Status Alarm Monitor Management, June 2007 – August 2010**
 - ▶ Increased uptime and availability from 98.7% to 99.9% via troubleshooting and analysis, meeting specific Service Level Agreements.
 - ▶ Maintained key organizational performance indicator of 99.8% uptime for 202 end points by monitoring production systems / processes including identification, resolution, and escalation to operational staff.
- ▲ **Electric Power Operation Center Development / Support, October 2006 – August 2010**
 - ▶ Provided solution development and real-time system support for robust operation center responsible for electric power generation, transmission, and reliability in 7-state region serving over 9 million people.
 - ▶ Developed IT solutions, closing gaps in real-time operational environment, by collaborating with key operations managers and stakeholders.
- ▲ **Security Management and Administration for TRO**
 - ▶ Managed credentials, security, authorization for applications with critical data.

Complex Business Applications Development and Migration

- ▲ Developed and migrated business applications to production, resulting in internal and external portal improvements, improved data quality, increased information timeliness, and streamlined business communications, 2006 – 2010.

Process Improvement

Improved productivity with changes to process design and implementation.

Customer Support Process Design, June 2009

- ▲ Increased efficiency in handling customer requests via first call resolution and timely closure of incident tickets by designing process for triage resolution of IT production systems.
- ▲ Leveraged ITIL-compliant Service Desk Management including incident / problem management.

Agile Scrum Implementation, January 2008

- ▲ Reduced development time estimated 30% and increased speed-to-market estimated 25% for internal service offerings by replacing traditional methodology with Agile Scrum development framework.
- ▲ Increased customer satisfaction by engaging customers in development, administration and implementation of IT applications to provide exact customer needs in each iteration.
- ▲ Streamlined software development workflows / operations by developing technical practices.

Project Management, Customer Interaction, and Support

Managed effective change to IT infrastructure across development, acceptance, and production environments that leveraged ITIL framework. Coordinated teams of 6 to 9 business process owners, application developers, and server infrastructure engineers. Led high-level multiple-application development projects.

- ▲ **External Operations Portal Project**, April 2008 – January 2009
 - ▶ Developed portal to allow producers to initiate, negotiate, and verify schedules.
- ▲ **Recurring Activity Management System Project**, March – December 2007
 - ▶ Implemented system that enabled tracking of expected actions, according to safety, reliability, and compliance regulations.
 - ▶ Provided recurring system assists in on-time completion of significant number of expected actions in support of safe, reliable, and regulatory-compliant system.
- ▲ **Associate Information Portal** (External Customer), March – July 2006
 - ▶ Created portal that calculates and displays values of real-time condition.

Programmer Analyst (Contractor)

August 2004 – September 2006

Systems Development, Implementation, and Management

Developed and migrated business applications to production. Provided application training and support for Telecommunications, as well as 4 other departments and other lines of business.

- ▲ **Internal and External Portal Improvement**, March 2006 – September 2006
 - ▶ Streamlined business communications and information delivery, improved data quality.
 - ▶ Completed projects on time and on budget with significant customer satisfaction.
- ▲ **IT Project Dashboard**, August 2004 – March 2005
 - ▶ Enhanced customer communication and project management efficiency 75% by developing IT project dashboard for internal business partners.
- ▲ **Certificate Monitoring System**, March 2005 – July 2005
 - ▶ Addressed efficiency gap surrounding vendor certificate monitoring by implementing and managing Windows Services automated solution.
- ▲ **Telecommunications Circuit Indexing System**, July 2005 – February 2006
 - ▶ Monitored and corrected status of telecomm resources by developing and implementing telecommunications circuit indexing system.

ADDITIONAL EXPERTISE

Areas of Knowledge, Skills, and Abilities

Support-Process Architectures Design	Change / Release Management	Service Desk
Operational Process Maturity Assessments	Service Management Interviewing	Standardization
Production Release Schedule Coordination	Process Design / Leadership	Process Integration
Cross-Functional / -Departmental Delivery	Issue / Risk Management	Compliance

TOOLS

For analysis, documentation, and presentation

Agile Scrum	Enterprise Compliance Platform (Metric Stream)	ITIL
Release Management (TFS)	Source Code Control Systems (TFS, Visual SourceSafe)	ITIL PMF
MS Project and Visio	Change / Configuration Management Systems (HPSD)	Kaizen

EDUCATION

Double Masters in Computer Science and Applications

Master of Computer Science, University of City, State, GPA 3.8/4.0

Master of Computer Applications, Technical University, City, State, GPA 4.0

Bachelor of Commerce, University, City, Country, GPA 4.0

AFFILIATIONS

Member of 2 IT organizations

- ▲ Information Systems Audit and Control Association (ISACA), City, State, Green Action Committee, Junior Achievement (JA), February 2011 – Present.
- ▲ Information Technology Service Management Forum (ITSMF) USA.