

Overview

Five years' experience in a dynamic technology environment that has experienced continual growth and change.

Demonstrated expertise in technical and organizational problem solving and providing exceptional customer service resulting in being hired in as an intern.

Operated in an environment that requires extreme attention to detail, high levels of confidentiality, and ability to develop and implement processes that maximize efficiency while maintaining necessary operational and regulatory controls.

Extensive experience in an environment requiring a high level of professionalism, customer service, confidentiality, efficiency, and attention to detail.

Professional Experience

TCF Bank

May 2016-Present

TCF Bank is the largest bank chartered in the state of Michigan, with assets in excess of 49 billion dollars. TCF Bank presently operates approximately 475 branches in Minnesota, Illinois, Michigan, Colorado, Wisconsin, Ohio, and South Dakota with over 3,200 total employees. TCF Bank maintains an enterprise-level, highly complex IT infrastructure, with roughly 200 applications and systems used through the organization.

IDM Analyst II

2016-Present

- Oversee timely delivery of quality technical support service to clients while focusing on high customer satisfaction, high rate of closure on first contact, low aged ticket ratio and a fast response to incidents.
- Focus on improving customer engagement, processes, procedures, tools, and communication.
- Initiate continual process improvement.
- Execute complex work processes through multiple applications and functions throughout TCF Bank.
- Project lead for Okta, a single sign on solution. Roll out and conduct training for new applications.
- Maintain working relationship with all vendors to manage application updates and solicit new application functions to ensure ease of business.
- Was lead on creating 800+ retail accounts over 12 applications within a specified time limit for Merger. (Chemical Bank and Talmer)
- Participated in multiple complex mergers Chemical/Talmer, Chemical/TCF Bank, TCF Bank/Huntington Bank.

McBride Quality Care

2013-2014

- Home Health Care/Direct Support Professional
- Worked in a group home
- Passed medication, drove clients to appointments, cooked, and cleaned.
- Employee of the month

Quad Graphics

2012-2013

- Line Worker
- Stacked papers in machines to make magazines.

Education

Delta College – University Center, MI
Associate in Computer Science Information Assurance
Cumulative GPA: 3.56/4.0

Computer Skills

Microsoft Word, Excel, PowerPoint, Access, SharePoint, Outlook, Windows Powershell.
Active Directory, Avtex, Track-It, Service Now, IT Auditing, Cisco Finesse, and Okta.

Certifications/Licenses

TestOut Security Pro
Certification Date: 4/22/2016 Candidate ID: UV5WL Certificate ID: CVF36

References

Tad Sumner, 989-708-7571, tad_sumner@yahoo.com
Ronald Weidner, 989-430-5148, weidner.ron@gmail.com
Kris Howery, 989-430-2758, kristopherhowery@delta.edu