

# Gary Neshanian

## Resume

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### Profile

*Project Manager* and *Analyst*; technical leadership, business analytics, methodical development, and strategic solutions. *PMO* evangelist and *methodology* advocate of optimization, best fit organizational strategies, and cross-functionality. Expertise in organizational governance/GRC, Cyber-Security, development/DevOps, infrastructure/ERP strategic planning.

- *Knowledge* – establishing and improving PMOs; with PM methodologies/certifications, and better business practices
- *Expertise* – in strategic planning; of infrastructure, critical problem solutions, cost reductions, and gap/risk remediation
- *Experience* – with developing; enterprise software/web systems, governance risk compliance/auditing, and cyber security
- *Communicator* – among executive/business stakeholders, and technical/development teams; from scheduling to reporting
  - *clientele* - CRC (Oxy) · Hyundai (Kia) · Boeing · First American Title · Capital Group · PacifiCare · Pacific Life ·

### Skills

#### Management

- *Methodologies* – Waterfall (PMBOK) · Agile (Scrum) · Hybrid (Kanban) · Lean (BASP) · Rational (RUP) · SDLC
- *Planning* – resource (ERP) · disaster recovery (DRP) · process improvement (BPI) · strategic planning (SP) · DevOps
- *Infrastructure* – enterprise (ERP) · data center (DCIM/ITIL) · service (SLA) · procedure (SOP) · information (DBI/EDI)

#### Analysis

- *Business* – systems (BSA) · process model (BPM) · reengineering (BPR) · metric (BMI) · intelligence (BI)
- *Governance* – EU (GDPR) · Sarbanes Oxley (SOX) · State Audit Std (SAS70) · person (HIPAA/PCI) · GRC
- *Process* – maturity (CMMI) · improvement (SPICE) · change/quality (CM/QA) · security (Cyber) · PMO

*Project Management* – Project Management Professional (*PMP*) Project Management Institute (waterfall-PMBOK), Certified Scrum Master (*CSM*) Scrum Alliance (Agile), and Bachelor of Science (*BSc*) Computer Science Engineering. Experience in project management organizations (PMO), methodologies, improvements, strategic planning, and delivery.

- best-practice methodologies built-hybrid around organizational culture, improve their environment and infrastructure

*Business Analysis* – systems analysis and improvement (PMO, GRC), vendor (OEM) and third-party (VAR) integration. Experience in customer support, enterprise resource/system engineering, and ecommerce-dotcom. Expertise in governance risk compliance and cyber security, post-millennium. Effective organizational and process maturity improvements.

- cross-functional communication from tech-analytics to exec-metrics, optimize governance and process improvement

### Background - timeline

2000+ *Project Management* – consulting services, comprehensive business analysis and strategic planning.

- *PMO* – Boeing, Rockwell, CRC, Hyundai, Capital Group · *Healthcare* – PacifiCare/United Health, Salk, St Mary's Med.
- *Security/Comp-Audit* – CRC, Hyundai, Ameriquest, Impac, Capital Group, Mazda, Smart & Final, 99 Cent, FCG, DKI
- *Financial* – Capital Group, Pacific Life, Long Beach Bank · *Mortgage* – Ameriquest, First American, Impac, Nova Star
- *Infrastructure* – Boeing, CRC, Hyundai, Edwards-AFB, Sparta Inc, Toyota, Rockwell/Conexant
- *Software/Web* – Pacific Life, Hyundai, Avaya, Auto Solutions-Inspect Connect, CFC-OC, Shipper.com, Walt Disney

-2000 *Enterprise architect* – systems engineer, business analysis, vendor integration, critical solutions and services.

- Data General '90 - enterprise · Computer Associates '94 - client/server · Cincom '96 · Acclaim/Sun-VAR '98

-1990 *Programming and development* – aerospace military defense, software development and systems management.

- Ford Aerospace '82 - DIVAD/Advance Development Organization · Rockwell Collins '86 - MILSTAR satellite

### Education - academic · certifications

**Bachelor Science · Computer Science Engineering** · BSc/CSULB

California State University Long Beach

**Project Management Professional** · PMP/PMI · 2010

Project Management Institute, Inc.

**Certified Scrum Master** · CSM/SA · 2011

Scrum Alliance, Inc.

LinkedIn · Google · Facebook · PMI/PMP-OC · CSM/SA · U/EH · OCTP · IEEE · Toastmasters · CSULB-Alumni

**Experience** - recent (major projects)Jan, 2020 - **Program Manager**

current

**Excel ADR** · Long Beach, CA | ebusiness · web · crm · cyber security · Nish Consulting

Nish Consulting direct contract; project management, cyber info-security, and dev-engineering services.

Workers compensation claims and arbitration process tracking, alternative dispute resolution through neutral third party (ombudsperson), bypassing the State workers' compensation appeals board (WCAB) process.

- Portal (WordPress) employee claim processing, and application programming interface (API) frontend design.
- Customer Resource Management (Salesforce) tracking, backend data engineering and modeling.
- Information Security · GRC (GDPR/CCPA/HIPPA) · Portal (WordPress) · Salesforce (CRM-Essentials)

Jan, 2019 - **Technical Project Leader / Information Security**

Jul. 2019

**Auto Club Enterprises (AAA)** · Southern, CA | automotive · pmo · security systems

Technical lead of Information Security projects, for Information Systems department and business units.

Enforced security compliance of Cloud Security policies within the Systems and Security organizations.

- Cloud Security (InfoSec) draft and acceptance of system policies, procedures, and remediation.
- Deployed cyber security (CyberArk) on Microsoft (ADFS/MFA), coordinated systems and third party install.
- Information Security · Agile/Scrum (Clarizen) · SecOp (GRC) · Microsoft (ADFS/MFA) · CyberArk

Jan, 2018 - **Project Manager / Security Analyst**

Nov. 2018

**Thoma Bravo (Lexmark-Kofax)** · Irvine, CA | compliance · grc · gdpr · security analysis

Project managed and IS security analyzed for IT-Compliance, liaison to Legal and Sales Support departments.

Governance Risk Compliance of General Data Protection Reg. (GDPR) and CA Consumer Privacy (CCPA).

- Data Processing Agreement change requests for GDPR/CCPA customer/vendor license agreements.
- Established collaborative environment for IT-Compliance, Legal, and Sales Support teams.
- Microsoft practice (SSDL, Azure), data privacy (OneTouch, AWS), MS-CRM and Salesforce management.
- GRC Analysis · Waterfall (SSDL, Smartsheet) · Salesforce (CRM) · Azure/AWS · OneTrust (GDPR/CCPA)

Apr. 2016 - **Program Manager / Systems Analyst**

Nov, 2017

**California Resources Corp. (CRC-Oxy)** · Long Beach, CA | energy · pmo · erp · strategic planning

Program managed End User Services infrastructure. Developed departmental dashboard and service portal.

Authored strategic executive status-metric reports (ESR). Improved PMO standards and CMMI.

- Reduced infrastructure costs and re-engineering build out (ROI), after Occidental/Oxy corporation spin-off.
- Scaled enterprise services, modernization, and strategic planning for new CRC corporation.
- Led phone (VOIP), and network management/monitoring (SolarWinds), implementations and upgrades.
- Facilitated vendor consolidation, negotiation/re-contracting, of new corporate services contracts (Telecom).
- Mentored and trained project coordinators in remote locations, requisite for executive status reports (ESR).
- Strategic Plans · Waterfall (Smartsheet) · Hybrid (Trello) · Agile (Scrum) · SecOp (GRC) · SolarWinds

Jan. 2014 - **Program Manager / Business Analyst**

Oct. 2015

**Hyundai (HAEA/HISNA)** · Fountain Valley, CA | automotive · pmo · grc · infrastructure

Program managed Kia infrastructure system (KMA), Hyundai web (HMA), and Car loan security (HCA).

Authored executive status-metric reports (ESR). Audited business units, and SecOps. Improved PMO-CMMI.

- Scaled data warehousing infrastructure, for regional automotive support centers (Hyundai-North America).
- Led electric-car dashboard/portal (KIA-Telematics), charging stations (SiriusXM), and car services (Yelp).
- Led web advertising (HyundaiUSA.com), sports campaigns and customer support, with on/offshore teams.
- Led auto-loan (Hyundai Capital America) process, tracking, and management system governance (GRC).
- Deployed cyber security (SecOps) project with third party (Imprivata), previously uncompleted (RSA, SSO).
- Business Analysis · Waterfall (Stagegate) · Hybrid (Kanban) · Agile (Scrum) · SecOp (AppScan/Pen-Test)

May. 2013 - **Project Manager / Systems Analyst**

Sep. 2013

**First American Title** · Santa Ana, CA | financial · software release management · grc · mortgage/title

Managed release software development and deployments. Reviewed and authorized major/minor, and weekly software, from development (AppDev-Ops), through production (SCM), including change approvals (CAB).

- Managed mortgage transaction system (EDI), and coordination of remote/offshore software teams (DevOps).
- Assured quality (QA) of remote software testing (GRC), and local rollouts with rollback contingencies.
- System Analysis · Waterfall (PMBOK) · Agile (Scrum) · Software Change (SCM/CAB) · Compliance (GRC)

Jun. 2011 - **Program Manager**

Apr. 2013

**Inspection Connection (ASI 09-10)** · Newport Beach, CA | ebusiness · web portal-2 · Nish Consulting

Updated business/marketing plan from 09-10, longer term strategic plans, and enterprise technical designs.

- Increased revenue by reengineering and data mining of second generation web/portal

*Feb. 2009* - **Project Manager***Aug. 2010***Automotive Solution Inc (IC 11-13)** · Newport Beach, CA | ebusiness · web portal-1 · Nish Consulting

Authored business/marketing plan, long term strategic plans, and enterprise technical documentation.

- Architected enterprise, strategic plan and design of first generation web/portal application

Nov. 2010 - **Project Manager / Systems Analyst**

Apr. 2011

**Boeing (Defense)** · Seal Beach, CA | aerospace · pmo · data-center consolidation · infrastructure

Cost reductions by re-scoping application migration, remote server virtualization, relicensing, and central IT for Application Consolidation Modernization org. Authored plans, burn downs, and schedules with BASP/Lean.

- Reduced vendor cost with contract renegotiation (hardware), and license consolidations (software).
- Systems Analysis · Boeing Agile Software Process/Lean (BASP) · Business Metrics of Interest (BMI)

May. 2008 - **Project Manager / Data Analyst**

Sep. 2008 **Boeing (Commercial)** · Long Beach, CA | aircraft · pmo · edms · data-management · infrastructure  
Authored SDLC procedures and management reports. Audited project controls of task management process. Developed project tasks using Fujitsu (MacroScope) methodology, and reports for eMOD organization.

- Reduced costs for regional eMOD data servers by migration to corporate facility, and risk reductions.
- Data Analysis · Fujitsu (MacroScope) · Customer Quality Support · SDLC/CM/EDMS standards

Jan. 2007 - **Project Lead / Business-GRC Analyst**

Aug. 2007 **Capital Group** · Brea, CA | financial · grc/sas70 compliance  
Reduction maintenance costs and compliance gaps with standardization of software development procedures. Authored Statement on Auditing Standards-No. 70 reports and IT SAS-70 compliance documentation.

- Audited Standards (SAS) No. 70 for general computer controls of PMO and business units governance.
- Business Analysis · Waterfall (phased) · Agile (iterative) · SDLC/CM standards

Nov. 2005 - **Project Manager / Business Analyst**

Jan. 2006 **PacifiCare** (UnitedHealth) · Cypress, CA | healthcare · grc/hipaa · email/data-warehouse · infrastructure  
Authored project plan and vendor specifications. Managed IS compliance with legal requirements of email support for court litigation, and SOX/HIPAA compliance. Coordinated-liaison email archive project vendor.

- Reduced search/retrieval/litigation costs, through archival and indexing of corporate email servers.
- Business Analysis · Waterfall (PMBOK) · VAR selection (RFI-RFP-RFQ) · Project Planning

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**Experience** - extended (portfolio)

Apr. 2004 ~ **Project Lead / Governance Risk Compliance**

Nov. 2006 **GRC/SOX/SAS** (audits) · Southern, CA | financial · grc/sox/sas compliance  
Reported Sarbanes-Oxley (SOX-404) and Statement Auditing Standards (SAS-70); audit, test, and procedures; including Narratives, Risk Control Matrices (RCM), gap remediation (COBIT/COSO), and governance (GRC).

- Clientele: Ameriquest (mortgage), Ducommun Inc. (DTI, DAS) (aero), First Consulting Group (health), - Boeing (aero), Smart&Final (retail), 99cent (retail), Sparta (aero), Impac (mortgage), Mazda (auto).
- Rational (RUP) · Niku-Clarity · PVCS-Tracker · PeopleSoft · Lotus · Word (Narrative) · Excel (RCM/Test)

Jun. 2003 - **Project Manager**

Mar. 2004 **NovaStar** · Santa Ana, CA | financial · integration · web ebusiness  
Architected mortgage branch office network. Installed and integrated client/servers, file storage, office automation and Point LOS software. Programmed and tested mortgage/lending web interfaces, LendingTree, National Mortgage, American Home Equity and web/portal based credit pulling services.

- Integrated electronic application with Point mortgage qualification, processing and underwriting database.
- Business Analysis · HTML/XML · Calyx Point LOS · ASP/VBScript · JavaScript · LendingTree XML

Sep. 2002 - **Project Manager**

Mar. 2003 **Children&Families Commission** · Irvine, CA | ebusiness · design · web portal  
Authored Request For Proposal and Bid, project plan, user requirements, definition, scope, expectations for deliverables, and won contract award. Designed website graphics and Flash. Programmed the database interface with ASP/VBScript to MS-SQL server. Integrated website with State's data warehouse vendor CS&O.

- Architected the Children & Families Commission of Orange County website.
- MSO-FrontPage-SQL · Dreamweaver · Flash · Photoshop · ASP/VBScript · JavaScript · RFP/Bid · Website

Nov. 2001 - **Project Engineer**

Apr. 2002 **Avaya** · Basking Ridge, NJ | ebusiness · design · infrastructure  
Delivered HTML pages and Flash animations for training manual on corporate intranet and internet distribution. Programmed SAP Business Warehouse forms interface, with ASP/VBScript interface to MS-SQL server. Coordinated and managed remotely located project engineers, conference calls, email, and file shares.

- Designed and programmed a web based training manual for remote field and corporate users.
- MSO-FrontPage · HTML · Dreamweaver · Flash · ASP/VBScript · JavaScript interface SAP · Web-training

Feb. 2001 - **Project Engineer**

Apr. 2001 **Toyota Motors** · Torrance, CA | automotive · pmo · infrastructure  
Authored project plans for business application units deliver to the Production Services department. Analyzed, collected, and validated user requirements. Defined expectations and scope for deliverable plans. Delivered system documents, processes, diagrams, manuals, service level agreements, and release meetings with vendors.

- Project managed multiple infrastructure projects for the business units in the production environment.
- Unix · HP/UX · Oracle · Sun/Solaris · Apache · WebLogic · MSO · HTML · Project Plans · SOW · SLA

Nov. 2000 - **Project Lead**

Jan. 2001 **Conexant Systems** · Newport Beach, CA | ebusiness · pmo · infrastructure

Authored migration plan, enterprise configurations and specifications for the NT Servers group. Analyzed and collected business unit requirements. Designed migration methodology, documentation/templates, QA standards and procedures for the divisional migration and separation of corporate NT applications, FTP/Web.

- Project managed conversion staff and migration team, for corporate server split to spin-off of corporation.
- MSO-Prj · ASP-VB-Script · WebTrends · Migration Project Plan · Manage programmers/migration team

Dec. 1999 - **Project Manager**

Sep. 2000 **Pacific Life-Annuities** · Newport Beach, CA | financial · insurance · web

Authored enterprise and disaster recovery procedures for the Strategic Information Systems department of the Annuities Division. Prototyped CGI-Perl to Java Enterprise and WebLogic migration. Developed and managed WebTrends weblog file analysis report and distribution system. Analyzed new-emerging technologies for IT.

- Designed and programmed a weblog file analysis and report distribution system.
- Solaris · Dynabase · CGI-Perl/Java · Palm/WAP · WebLogic · WebTrends · Web Log Analysis · DRP

~2000

**Professional Services Organizations · Consulting Services Engineering**

Sep. 1999 - **Project Engineer**

Dec. 1999 **Orange County Register** · Santa Ana, CA | ebusiness · infrastructure · web

Authored project plan with gateway specifications and deadlines. Programmed Internet email gateway for the IS department's CCI news publication system for email distribution to news affiliates. Provided general Unix systems programming, integration work and implementation support to the IT organization.

- Korn shell email spooling router with TCL/Lotus Notes · IBM/AIX integration with CCI publication server

Jul. 1999 - **Project Lead**

Sep. 1999 **Shipper.com** · City of Industry, CA | ebusiness · infrastructure · web

Authored enterprise documentation and designs. Installed and configured operating systems for CIO on Sun/Solaris and Windows/NT including Netscape-SuiteSpot and MS-IIS web services. Programmed and developed the intranet for the web based commerce delivery company. Delivered standard operating SOP.

- Win/NT · Sun/Solaris · MSO-Back Office · Netscape-SuiteSpot · JavaScript · Enterprise servers · DCIM

Jun. 1999 - **Project Engineer**

Jul. 1999 **Salk Institute** · La Jolla, CA | healthcare · ebusiness · infrastructure

Authored migration plan for Unix-Netscape based web server migration to departmental Windows PC running Apache shareware server for the Conceptual Immunology Group. Programmed and ported C application for biological simulation to run in MS environment and converted dependent web pages and applications.

- Unix-C to MS-C · CGI-Perl api · WAN · Enterprise migration plan · Apache hosting

Feb. 1999 - **Project Engineer**

Apr. 1999 **Walt Disney** · Burbank, CA | ebusiness · web · portal

Architected a Unix-Web environment, from first generation electronic commerce and business services to automate the next generation. Upgraded to newer e-commerce and business processing engines, with more personalize and user profile interface. Partnered with Vignette for user profiling/customization.

- Sun/Solaris · OpenMarket · Vignette · Web business/e-commerce processing server

Mar. 1998 - **Project Engineer**

Apr. 1998 **Envision Group** · Torrance, CA | ebusiness · infrastructure

Installed, configured and performance tuned the operating systems and web services for their ISP hosting servers. Programmed and configured Internet hosting web services and protocols.

- Sun/Solaris · Veritas · Netscape-SuiteSpot · Filesystem/Network configurations · DCIM

Oct. 1995 - **Project Lead**

Apr. 1996 **Tektronix** · Beaverton, OR | ebusiness · infrastructure · CAI

Analyzed for **Computer Associates**, designed and delivered to Tektronix an enterprise systems management and network monitoring system, integrating CA-Unicenter with HP/Openview, and third party solutions.

- Sun/Solaris · CA-Unicenter · HP/Openview · Network manager and monitor

Jan. 1994 - **Project Lead**

Jun. 1994 **St. Mary Medical Center** · Long Beach, CA | healthcare · infrastructure · DG

Analyzed for **Data General** the hospital IS needs. Programmed and trained the operation of the Unix systems operations console. Implemented a help desk system. Mentored and trained, the help desk and operations staff.

- DG/Unix · HBO software integration · C/korn shell programming · Systems Operations Console · DCIM

Jan. 1993 - **Systems/Project Engineer**

Dec. 1994 **Data General** · North America | ebusiness · system integration · DG

Analyzed and integrated **Data General** systems and enterprises. *Installed* network, hardware and software applications, operations configurations and training for existing major accounts in North America.

- American Airlines/U.S.-Canada (Unix/OS2/Database) · Canadian Auto Club (Unix) · Edwards-AFB (Real time weapons systems) · PageNet (Unix/NT) · Texaco-UCP (Network install, configure, train)
- DG/Unix/RAID · MS/NT PCs · LAN · Enterprise Client/Server · DCIM

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- Feb. 1998 - **Sr. Systems/Project Engineer**  
 Jan. 1999 **Acclaim Technology - Sun Microsystems** · Irvine, CA | systems integration • infrastructure · Sun VAR  
 Project engineered and analyzed e-business needs, project plans, risks and ROI. Integrated enterprise client/servers, e-commerce services and applications. Programmed advanced client needs. Certified by Sun Microsystems, and trained by CISCO, Veritas, Vignette, OpenMarket, ColdFusion and e-business partners.  
 · Sun/Solaris · MS/NT · Apache · Netscape · MSO-IIS · Java · ASP scripts · C++ · Perl · Unix shell
- Jul. 1996 - **Systems Manager**  
 Feb. 1998 **Cincom Systems** · Irvine, CA | systems integration • infrastructure · edi  
 Managed regional computer resources, web and infrastructure DCIM. Project managed office and corporate network access. Integrated enterprise client/servers and CRM/EDI. Customer support and sales staff trainer.  
 · Unix · MS/NT · Web Application servers · MRP-ERP-Oracle · C++ · Unix shells
- Oct. 1994 - **Systems/Project Engineer**  
 Jul. 1996 **Computer Associates** · Huntington Beach, CA | systems integration • infrastructure · network  
 Project engineered and analyzed business and network requirements. Integrated enterprise and network servers, automation and security. Technical Consultant of network and configuration management software.  
 · Unix · MS/NT · LAN/WAN/SNMP · CA-Unicenter · HP/Openview · Sun/NetManager · C · Unix shell
- May. 1989 - **Systems/Project Engineer**  
 Oct. 1994 **Data General - EMC** · Irvine, CA | system integration • infrastructure · enterprise  
 Project engineered and analyzed business and enterprise requirements. Integrated client/server, data center and application services. Technical Consultant of installation, programming, performance tuning and trainings.  
 · DG/Unix/RAID · MS/NT PCs · LAN · Federal-Commercial/Financial-Medical Applications · C · Unix shell
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- Apr. 1986 - **Systems Manager/Software Team Leader**  
 May. 1989 **Rockwell Collins** · Santa Ana, CA | aerospace • devops · r&d software development  
 Systems manager of development/test facilities, staff, and DevOps training. Coordinated development and QA/test teams. Software team leader of programmers for Air Force MILSTAR, Secret/ComSec clearances.  
 · DEC/VAX · DG/AOS · Unix · FORTRAN · DCAS · DCIM
- Jun. 1982 - **Systems Administrator/Software Engineer**  
 Apr. 1986 **Ford Aerospace** · Newport Beach, CA | aerospace • devops · r&d software development  
 Career started in programming weapons systems, systems engineer of R&D facilities and DevOps, for both the Imaging Processing Lab/Advanced Development Org. and DIVAD programs, with security clearances.  
 · DEC/VAX · DG/AOS · Ada · Atlas · C · COBOL · FORTRAN · Pascal · Assembly · DCAS · DCIM