

Gary Neshanian

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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

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.

- *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)

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.

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

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.

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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 (Macroscopic) methodology, and reports for eMOD organization.

- Reduced costs for regional eMOD data servers by migration to corporate facility, and risk reductions.
- Data Analysis · Fujitsu (Macroscopic) · 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