MARY CARTER

ADDRESS: TORRANCE, CALIFORNIA 11111 | **PHONE:** 123.456.7890 | **EMAIL:** resumewriter@email.com

INFORMATION TECHNOLOGY PROGRAM MANAGER

QUALIFICATIONS SUMMARY

Strategic, solutions-driven IT and examination systems leader with extensive experience overseeing enterprise-level financial, examination, and cybersecurity systems that support nationwide supervisory programs.

Proven ability to direct system governance, policy development, and oversight activities that strengthen data quality, enhance examination operations, and ensure compliance with federal requirements. Demonstrated expertise in resource management and fiscal stewardship, including assessing program needs, justifying staffing, preparing budget requests, and aligning investments with strategic priorities. Strong leadership presence with a commitment to developing high-performing teams through coaching, mentoring, and technical guidance while fostering a culture of accountability and collaboration across programs and system owners. Bilingual in English and Spanish.

PROFESSIONAL EXPERIENCE

FEDERAL FINANCIAL OVERSIGHT AGENCY | ARLINGTON, VA
CYBERSECURITY & RISK DIVISION

Information Systems Security Officer, CU-2210-14 **Hours per week:** 40 hours	07/2024–Present

- **Resolved high-impact examination and technology issues** affecting federally insured credit unions by providing expert oversight in information systems auditing and electronic financial services.
- **Commended for improving nationwide examination effectiveness** by monitoring and strengthening NCUA information systems examination procedures for credit unions and third-party vendors.
- **Shaped interagency examination policy** by representing NCUA on FFIEC committees and contributing to joint guidance on information systems and critical infrastructure risk.
- **Boosted cyber incident reporting and decision-making** by recommending CICURS improvements, including SOP development, delegated authorities, data correlation, and advanced ServiceNow reporting.
- **Diversified industry and maximized examiner capability** by leading FFIEC working groups to publish widely used IT Examination Handbook content and developing materials for national IT conferences.

OFFICE OF ENTERPRISE INNOVATION, INFORMATION SECURITY SUPPORT PROGRAM,

Information Systems Security Officer (ISSO), CU-2210-13 **Hours per week:** 40 hours	09/2018–07/2024

- **Achieved a 95% POA&M resolution rate** by closely monitoring financial and examination systems, strengthening audit readiness, and ensuring operational compliance.
- **Delivered 100% compliant Assessment and Authorization (A&A) packages** for major systems, including MERIT and CAPRIS, resulting in zero OIG FISMA findings.
- **Streamlined enterprise system governance** by instituting agency-wide policies, procedures, and executive reporting tools used across E&I and OPIs.
- **Enhanced system resilience and reduced vulnerabilities** by directing risk assessments and recommending agency-wide improvements to financial and examination data systems.
- **Played a vital role in** building division-wide reporting plans and program timelines that improved visibility into workload, staffing, and system status.
- **Maximized team performance** by mentoring ISSOs and contractors, accelerating the onboarding process, and elevating the quality of system documentation.

OFFICE OF STRATEGIC INNOVATION, CYBERSECURITY & DATA MANAGEMENT PROGRAMS

Acting Supervisory Special Assistant for Business Innovation, CU-2210-15 **Hours per week:** 40 hours	03/2022–05/2022

- **Supported executive decision-making** by delivering Board and leadership briefings that clarified system cybersecurity risks and drove policy and process improvements.
- **Ensured successful program execution** by directing EISSP staff and interns while maintaining sole ISSO oversight of the high-profile MERIT system.

- **Outperformed strategic planning and budgeting** by advising the Management Development Program corps on cost estimates, resource needs, and risks for a major data-solution initiative.
- **Expedited workforce transitions** by orchestrating off-boarding activities and approving transition plans to maintain continuity of operations.
- **Closed critical staffing gaps** by assessing program needs and justifying additional ISSO resources to support expanding security oversight requirements.
- **Secured funding for key initiatives** by preparing budget requests and justifications for OBI and DCS programs, supporting enterprise cybersecurity and data modernization efforts.

FEDERAL JUSTICE SERVICES AGENCY | CHANTILLY, VA
MANAGEMENT OPERATIONS DIVISION

Information Systems Security Officer (ISSO), **Hours per week:** 40 hours	03/2013–09/2018

- **Heightened DOJ law-enforcement system security** by spearheading high-profile, multi-agency environments and delivering SME guidance that strengthened national, tribal, and international partner operations.
- **Yielded positive audit outcomes** by executing FISMA- and NIST-aligned security assessments, leading to successful OIG FISMA reviews and enhanced program security maturity.
- **Increased system resilience** by analyzing risks from new technologies and threats, producing recommendations that informed LE resource allocation and system protection strategies.
- **Strengthened cloud and SaaS security posture** by building hardened configurations and securing IRS Safeguard Cloud Computing Certification for FTI use.
- **Accelerated system authorizations** by preparing high-quality ATT/ATO packages, ISAs, PIAs, contingency plans, and executive briefings that supported timely approvals and risk-based decisions.
- **Contributed to FedRAMP certification of DOJ's first cloud system**, supporting ISO/IEC 20000 accreditation, and leading a complex security boundary consolidation completed on time and within budget.

EDUCATION

Coursework toward Executive Master of Science in Information Systems, 05/2012
Sample University, Washington, DC

Bachelor of Science in Information Systems Management, 08/1993
Sample University, College Park, MD

PROFESSIONAL DEVELOPMENT

Certification:
- Certified Information Systems Security Professional (CISSP®)
- Certified Information Technology Infrastructure Library (ITIL) Foundation Version 3
- Certified Hacker
- Certified Cloud Security Professional
- CISCO CCNA
- Project Management Professional

Training:
- Stanford University Advanced Cybersecurity Program
- Cyber Security Assessment and Management (CSAM)
- Data Analytics/Python
- Implementing and Auditing Critical Security Controls
- Lean Six Sigma | Guardian Edge Admin
- IBM WebSphere DataStage
- Java
- Build J2EE Applications

AWARDS

Federal Financial Oversight Agency:
On the Spot Awards (16) | Cash Awards (2)
Employee Resource Group (ERG) Network Program – 2021 Officer Service Award

TECHNICAL SKILLS

RSA Archer | SPLUNK | Tenable Nessus | Cenzic Hailstorm | ArcSight Logger | DbProtect
IBM Tivoli Endpoint Manager | Symantec Endpoint Protection | Microsoft Office Suite | Microsoft Project
IBM InfoSphere DataStage | Analyzer | QualityStage Business Objects | Sunflower Asset Management
Visio | Oracle RDBMS | Oracle Developer | PL/SQL | Oracle Warehouse | Oracle Financials