PETER ORRICK

BUSINESS ANALYST

p@peterorrick.net | www.PeterOrrick.net | 646.481.5804 | linkedin.com/in/porrick

• Big 4 experience. Fortune 50 clients.
• Effective liaison between business and technology teams.
• Proven accomplishments in optimizing business processes and reducing costs.
• Creative problem-solver with superior analytical and strategic thinking skills and uncanny ability to visualize processes and identify opportunities for streamlining.
• Adept at converting business requirements to technical solutions through intuitive application of in-depth knowledge of technology products and services.

SUMMARY

Business Information Systems professional with 16+ years' experience in Business Process Optimization (BPO), Process Efficiency, Business Analysis, Business Intelligence, Data Analytics, Project Management, Information Security, Risk Management & Compliance. In-depth knowledge of process engineering, information security, vulnerability assessments, penetration testing, risk management, risk assessments, regulatory audits, networking hardware, intrusion detection systems, server monitoring, ERP, CRM and other technology products and services.

Throughout my experience in providing professional IT and business services to top companies, I have exhibited proven effectiveness in cultivating strong relationships with clients and exercising leadership, teaming ingenuity, and technical prowess in assessing and aligning client needs to tailored product offerings and service development. As liaison between business and technology teams, I have been successful in establishing interdepartmental buy-in, increased client confidence, and developing satisfactory client solutions with consistent, outstanding results.

EXPERIENCE

PROCESS EFFICIENCY CONSULTING SERVICES - *Business Process Analyst* - Denver, CO / Vero Beach, FL / Raleigh, NC - 2/09-Present
- Through advanced business analysis and data analytics, aligned clients' business needs with improved processes and provided valuable business insight. Projects: For IT equipment reseller: developed corporate website and analyzed sales data to optimize inventory-tracking system. For agriculture firm: established robust, secure IT infrastructure incl. customized, hardened operating system and software and low-latency, highly secured network. For online real estate marketplace: performed database security analysis incl. removal of spam code and upgrade of database platform. For construction equipment export company: digitized all paper documents and centralized disparate data sources to a customized CRM with remote accessibility for in-field data retrieval, and streamlined entire business process flow from Request for Quotation (RFQ) to billing, **reducing average time from RFQ to quote submission from 4 days to 2 days.** For sports training video business: developed e-commerce website and streamlined sales to order fulfillment process using Just-In-Time (JIT) strategy, **reducing daily time spent on business activities from 8 hours to 1 hour.** For hotel chain: configured hotel reservation system and automated business processes incl. guest reservations, billing, accounting, marketing campaigns. For medical device company, OraSure: increased productivity by analyzing manufacturing process and using Unified Modeling Language (UML) to design automated inventory system, **increasing 'units per hour' output of medical test strips by 70%.**
- For leading telecommunications client, Vodafone Prague: performed analysis of user experiences for the Interactive Voice Response (IVR) customer service system and online customer service portal. Reorganized IVR menu mappings by priority of customer needs and **decreased the average time taken to reach the customers' desired service option from 8 minutes to 1 minute.**
- For high school: performed network penetration test for local high school. Discovered vulnerabilities involving the web server, grade book access, password policies, Wi-Fi network access. Reported security holes to IT Director. Designed policy and security enhancements. **Reported fix suggestions to Tech Department. All suggestions have been implemented.**
- For charitable eco-friendly clothing line, ReleafTees.com: developed e-commerce site. Responsible for product and brand development. Managed website traffic analysis and SEO (Search Engine Optimization) campaigns using Google Analytics. Designed SMO (Social Media Optimization) campaigns incl. Facebook advertisements.
- Developed websites with functionalities incl. e-commerce, creative works portfolio, event registration, membership dues payment submission, donation submissions, member-only restricted content, email marketing campaigns, SEO. Clients: non-profit ACPEQ (Association of Christian Parent Educators of Québec), diaper products wholesaler, artist Bob Sincerbeaux.

ROCKWELL AUTOMATION - *Business Analyst, Security Operations and Cyber Defense* - Milwaukee, WI - 1/23-3/23
- In efforts to evolve the Cyber Defense team to meet with the existing and increasing cybersecurity threat landscape, built strong relationships with and collaborated closely with stakeholders, vendors, partners, executives, and end users across the enterprise and acted as liaison between IT and other departments to analyze and develop recommendations for technical / operational current- and desired future- states.
- Assessed Process / Procedure documentation gaps re: Vulnerability / Asset / Insider Risk / Change Management (CMDB), Incident Response, Disaster Recovery, Business Continuity
- Enumerated Tech Debt to identify gaps in security coverage of critical public-facing infrastructure
- Worked with key stakeholders to establish Key Performance Indicator (KPI) measurements in order to:
  - Measure the current state of the vulnerability management program: time to report, time to patch, resources required, and to create Objectives and Key Results (OKR) metrics
  - Present on weekly call: KPIs, week over week progress (*utilized Excel, Power BI (PBI), PowerPoint*)
  - Communicate resources required – human and financial – to meet current and planned future needs

BRANDIT AGENCY- *Sr. Business Process Analyst* - Vero Beach, FL - 11/17-1/18
- For marketing/IT agency, hired as a consultant with goal of shifting company from reactionary to strategic business practices. Analyzed each aspect of client's business incl. Sales, Marketing, Business Development, Sourcing, Order Fulfillment, Shipping, Inventory, Warehousing, Printing, Customer Service.
- **Secured major corporate account from MetroPCS (a T-Mobile company) by winning RFP (Request for Proposal) process**. Efforts included Competitive Research, internal company analyses, and formal presentation to MetroPCS and T-Mobile corporate executives.
- **Developed centralized business reporting system** by integrating 15+ systems incl. inventory, AP/AR, customer service. Improved data quality to enhance internal reporting and to enable future client-side reporting capabilities.
- **Developed Sales Framework** incl. process for enumerating product offering and pricing, formalization of Qualification Criteria for target customers, and mapping of Customer Acquisition and Sales Team processes from Marketing to Qualification to Proposing to Delivering to Retaining.

DATASOURCE CONSULTING *(an EXL company) - Sr. Data Management Analyst* - Denver, CO - 5/17-11/17
- Master Data Management (MDM): For Dunkin Brands (Dunkin Donuts & Baskin Robbins), aggregated data from disparate systems and implemented a solution across network of 12,000 stores to enable consistent brand messaging, up-to-date product promotions, accurate in-store menu displays, and precise reporting. Developed the following deliverables by interviewing Data Stakeholders and Business Area Subject Matter Experts / Stewards, reviewing existing Architecture Documentation / current-state documents, and performing Data Profiling:
  - Business Requirements Document (BRD) incl. formal Test Cases
  - Business Glossary
  - Data Inventory incl. source and target systems
  - Data Dictionary incl. field attributes, data type, min/max length, unique values per field
- For Alliant Credit Union (ACU), performed Data Governance procedures to define Enterprise Data Management needs and develop roadmap. Created statistical survey to assess pain points with existing data warehouse. Analyzed interview responses and survey results from executives and senior management to develop Enterprise Data Framework (EDF) with Conceptual Data Areas incl. Members, Products, Financial, Marketing, Channels, Operations, Oversight.
- For Boeing Employees Credit Union (BECU), created Data Dictionary using multiple public and private sources. Documented procedure for internal use.
- For internal reporting needs, evaluated Microsoft Power BI incl. setting up test environments, creating Test Use Cases, and documenting procedures incl. "How to create an Azure server/SQL database cloud environment for use with Power BI" and "How to create a shared Power BI workspace for connecting to cloud data, creating visualizations, publishing reports, and team editing".
- For internal Sales Reporting needs, cleansed data and produced reports for Vice President of Sales and executive management incl. Sales Goals metrics, Sales Forecasts, Sales Costs, Sales Activity, Expected vs. Current Revenue variance analyses.
- For growing internal Metadata Management practice, researched multiple tools incl. Informatica Analyst, Informatica EIC, Alation, Waterline.

REEDGROUP - *Sr. Business Process Analyst -* Westminster, CO - 2/17-4/17
- For leading absence/leave management healthcare software company, conducted application entitlement reviews for the company's leading product offerings incl. Privileged Account and Role Based access reviews across production, UAT, testing, QA environments. Directly reported to Director of Information Security.
- Created a repeatable process for periodic user access reviews across all environments, applications, and internal systems.

DAVITA HEALTHCARE PARTNERS - *IT Compliance Operations Analyst* - Denver, CO - 5/15-5/16
- For major healthcare company, acted as main liaison between IT Operations and Internal Audit with the purpose of re-engineering and improving IT audit and related business processes. Role affected all nationwide company systems and applications incl. Clinical Data Warehouse, Data Warehouse, RX Central Hub, RX Connect, Snappy Central, Snappy Clinic, Falcon Dialysis. Environment included Windows, UNIX, SQL, Oracle, MS Access servers and databases.
- Held weekly cross-team meetings with business and development team stakeholders to develop strong understanding of business processes, gather business and user requirements, translate requirements into technical functional requirements and systems definitions, develop process improvement proposals, coordinate User Acceptance Testing (UAT), implementation, and employee training, and to provide status updates to senior managers and above. Secured interdepartmental buy-in and confidence from multiple teams across the country. Collaborated with teammates at various levels across the company with various levels of technical expertise. Teams included OSD, Team USA, Access & Identity Management, Audit, Data Center Operations, DevOps, ITAC / CARA / OIM Management, Security, SQL DBA, Service-Now Development.
- Maintained Compliance Program objectives for IT Operations. Coordinated management of multiple projects related to SOX IT General Controls, HIPAA, PII/HITECH testing and process improvement with the use of Agile and Waterfall project management methodologies. Coordinated and monitored compliance-related activities to ensure compliance with company policies and guidelines.
- Created documents incl. process and system documentation and system access and request policies and procedures, affecting all systems and personnel. Created assessment guidelines and work instructions for generic / shared accounts for inclusion in the corporate Master Policy Database. Document approval required by senior management and high-ranking officers, incl. IT Security Department Director.
- Designed, scoped, and managed projects to automate audit and attestation activities. Analyzed audit processes to identify opportunities for automation and process optimization. Improved productivity and process time for multiple activities and reduced potential of human error and circumvention of processes through assessment and proposal of various automated controls. Proposals included Active Directory Group standardization, new software purchase, development of existing resources, Oracle performance testing, Service-Now development. In line with company drive for further integration of Service-Now, developed process improvement proposals for Service-Now development incl. form field additions, addition of intelligence such as dependent drop-down menus, automated reminders/notifications, and integration with Outlook.
- Developed automated tools to automate the quarterly SOX User Access Recertification, incl. advanced SQL Stored Procedures and Excel macros. Transferred responsibility for enumerating new user access to OSD team through the creation of procedure documents, training, and mock exercises. **Process improvements and automation implementations reduced average execution time from 2 days to 3 hours.**
- Created automated tool to enable managers to look up access request tickets and corresponding approval evidence. After the user uploads a list of usernames and systems via PHP webpage, the tool returns the corresponding Service-Now request ticket numbers and approval evidence links. Prior to the creation of the tool, users had to manually enter each username/system combination one at a time and click through multiple links to acquire the information required by audit. **The tool enabled the user to perform an automatic search of multiple users simultaneously, reducing average lookup times by over 1000%.**
- Analyzed SQL DBA support tickets and reported statistics incl. time that tickets remain open and distribution of affected business services and core applications. Analysis resulted in the consolidation of AD Groups and other necessary access modifications.
- Performed User Access Recertification of critical business application to confirm properly applied policies, procedures, and workflows. For each user, conducted interviews to understand the business need for their access and assess whether access privileges were adequate. Resulting action included submittal of access modification requests in Service-Now to the Access Management team and follow-up confirmation that access was modified appropriately.

PROTIVITI (*a Robert Half International (RHI) company***) -** *Senior IT Consultant -* New York, NY - 10/10-7/12
- Managed and executed PCI DSS compliance assessments. Identified issues preventing compliance. Managed remediation efforts enabling client to meet regulations. Performed vulnerability assessments, penetration tests, and risk assessments. Reviewed existing security policies and procedures and updated to ensure regulatory compliance. **Improved internal PCI Assessment Tool. Reduced time spent on weekly administrative tasks from 1.5 days to .5 days.**

JOE GREEN HOME SOLUTIONS - *Operations Executive -* Salem, MA - 10/09-10/10
- Performed Business Process Analysis, Sales, Marketing, Public Relations, Finance, Operations, and IT functions for energy audit startup firm.
- Hired and managed marketing team. Assessed customer demographics and performed market segmentation for targeted digital marketing campaigns incl. social media and email campaigns. Responsible for financials incl. P&L reporting, pipeline projections, budgeting, resource / investment / marketing needs.
- Developed company website using SEO/SMO best practices to ensure top placement in search engine results. Streamlined customer interaction, lead tracking, sales conversion metrics, marketing campaign evaluation, through selection and implementation of CRM. Formalized IT security policies to protect digital assets and confidential client data.

- **Secured first bid rights to new jobs. Secured contract to weatherize Salem homes. Developed relationship with the government of Salem, MA to establish Joe Green Home Solutions as the premier energy audit firm of Salem.**
- **Developed Pricing Tool for use in job cost estimations. Improved accuracy of job forecasting by 70%.**
- **Reduced time to perform residential energy audit from 2 hours to 1 hour.**

ERNST & YOUNG - *IT Auditor / Data Analyst -* New York, NY - 10/07-2/09
- *SOX Audit*: Worked in diverse teams to execute Sarbanes-Oxley (SOX) audit reviews, SOX IT General Controls (ITGCs) regulatory compliance testing and SAS 70 reviews. Reviews included walkthroughs and documentation of processes related to logical access, change management, backups, disaster recovery, and system maintenance. **Developed automated process using OCR technology to digitize client documents and perform random sample selection process reducing time needed from 2 days to 1 hour.**
- Security *Review*: Led meetings with senior executives to interpret business needs and develop action plans for client engagements. Performed detailed security reviews of Oracle, SAP, Linux. Designed policy improvements and enhanced security configurations. **Designed macros to automate client data file formatting and preparation for import into ACL, Excel, SQL databases. Reduced time needed from 1 hour to 15 minutes.**
- *Accounts Payable Analytic*: **Analyzed AP data for major law firm, WLRK, and optimized vendor payments for a savings of $1M per year.** Used SQL to pull data from client payment databases to determine: 1) what vendors were being paid before payment terms thus losing out on interest income had the funds been kept in an interest-bearing account until the invoices were due, and 2) what vendors were being paid late thus incurring unnecessary late fees. Used Excel macros to pull data for summary charts.
- *Access Configuration*: For Johnson & Johnson's worldwide rollout of SAP Financial, created automated analysis and visual reporting tool to support Sensitive Access and Segregation of Duties (SOD) analysis. **Designed enhanced SAP access configurations. Reduced time needed from 15 hours to 8 hours.**
- *Data Quality Assessment*:
  - Managed the Data Quality Assessment (DQA) for Disney's countrywide upgrade of the entire retail merchandising mainframe system to Oracle. Gained business process understanding by interviewing users and reviewing process flow diagrams and inventory data requirements. Established an understanding of IBM mainframe and Oracle data formats. Developed use cases to determine critical data fields. Designed Extract, Transform, Load (ETL) Tool for weekly data conversion tests using Microsoft Visual Studio and Microsoft SQL services incl. Integration, Reporting, Analysis (SSIS, SSRS, SSAS). Analyzed weekly data conversion test runs and presented analysis of data conversion successes and failures. Held weekly meetings as liaison between executive management and users to present data conversion issues, advise on ETL process, and to assist the client in establishing a level of comfort with the expected rate of data fallout.
  - Designed weekly dashboards and summary reports using Excel. Wrote custom advanced T- and PL-SQL queries (nested queries, stored procedures, INNER JOIN, OUTER JOIN, UNION, CONCAT, DISTINCT, TRIM, SUBSTRING, GROUP BY, and more) against existing million-row mainframe database for proper conversion to Oracle data format. **Created automated DQA import/export, analysis, and visual reporting tools reducing timeframe from 5 days to 1 day.**
  - **Wrote proposal for alternative housing for team reducing costs by $10K.**

EDUCATION

LEHIGH UNIVERSITY - *B.S., Business Information Systems -* Bethlehem, PA - 8/07
Theta Xi Fraternity

SAINT EDWARD'S SCHOOL - *High School Diploma* - Vero Beach, FL - 5/03
National Honor Society, Dean's List, Head's List, Head of School List, Honor Roll

SKILLS

BPO	Business Process Optimization, Process Efficiency, Business Process Analysis, Design, Modeling, Re-Engineering, Automation, Scripting.
Analytics	Business Analysis, Business Requirements documentation, Use Case Testing, SQL (advanced T- and PL-SQL) incl. Query/ Stored Procedure development, Excel (advanced incl. VLOOKUPs, Macros, VBA, Pivot Tables), Visual Basic, Data Analysis, Data Mining, Data Manipulation, Data Cleansing, Data Migration, Data Modeling, Data Security, Fuzzy Lookups, Deduplication, Database Analysis, Database Design, A/B Testing.
Development	HTML, CSS, XML, JavaScript, PHP, WordPress, Drupal, Joomla.
Software	SAP, Oracle, Salesforce CRM, Office (advanced), Office 365, Windows, Linux, Visual Studio, Visual Basic, vTiger CRM, SugarCRM, PeopleSoft ERP, IBM Lotus Notes, Data Link Layer, TCP/IP, Cisco Router/Firewall Configurations, CRON jobs, statistical packages incl. Tableau and Microsoft SSRS/SSIS/SSAS, Confluence, Jira, SharePoint, ServiceNow, Excel VBA, Power BI (PBI), PowerPoint
Hardware	Network Infrastructure technologies incl. Routers, Firewalls, Switches, Hubs, Servers.
IT Security	Network Security, Vulnerability Assessments, Penetration Tests, Security Policy & Procedure Review and Development.
Audit	Sarbanes-Oxley (SOX) IT General Controls (ITGCs), Payment Card Industry (PCI) Qualified Security Assessor (QSA), Security Reviews, Risk Assessments, Security Controls Assessments, Application Controls, Application Security, Data Privacy Protection, Regulatory Compliance, SAS 70.
Marketing	Online advertising, SEO, SMO, Google Analytics, Facebook Advertising.
Sales	Market research, identification and targeting of potential customers, demonstrating product features and benefits to clients with various levels of technical expertise, negotiating, closing sales and sales performance, relationship-building, revenue generation, networking and communication abilities, new business development, Consultative Selling, Strategic Planning, Forecasting, C-Suite Presentations, strong technical background and understanding of business processes with the ability to translate user requirements into technical requirements.

ADDITIONAL

Industries	Agriculture, Biotechnology, Chemicals, Construction, Consumer Products, Corporate Services, Electronics, Energy, Entertainment, Fashion, Finance, Food and Beverage, Healthcare, Hospitality, Legal, Manufacturing, Media, Medical, Nonprofit, Pharmaceuticals, Real Estate, Retail, Technology.
Clients	Advance Group, AETNA, Aptuit, Association of Christian-Parent Educators of Québec (ACPEQ), Bose, Canon, Colorado Infectious Diseases Society of America (COIDSA), CIGNA, Conair, CVS, DaVita, Dunkin' Brands (Dunkin Donuts, Baskin Robbins), Johnson & Johnson (J&J), National Starch & Chemical, One Call Medical, OraSure Technologies, Phillips Van-Heusen (PVH), Rockwell Automation, Siemens, SL Green, Sony, Starwood Hotels & Resorts Worldwide, The Walt Disney Company, Tishman Speyer Properties (TSP), United Rentals, Univision, Vonage, Wachtell, Lipton, Rosen & Katz (WLRK).
Certifications	CISSP (Certified Information Systems Security Professional). PCI QSA (Qualified Security Assessor).
Associations	ISC2, PCI Council, OWASP, ISACA.
Languages	English, Spanish.