

Benjamin Rockwell

Digital Transformation Leader



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EXPERTISE

ITIL and best practices
Change Management
Incident Management
Problem Management
Technology Strategy & Innovation
Cross-Functional Team Leadership
IT Systems Governance
Project Management
Operations Management
Service Management
SOX Compliance
SQL Administration
Data Migration
Service Desk
ITAR/EAR Compliance
Data Center Security
Disaster Recovery Planning
IT Risk Mitigation
Database Development
Software Development

CERTIFICATIONS

ITIL V3 Foundation Certificate in IT
Service Management

ITAR Export Regulatory Compliance
Certificate

PROFESSIONAL SUMMARY

18+ years experience in Information Technology Management with a proven track record of risk mitigation, team mentorship, and relationship management.

EXPERIENCE

IT Change and Incident Manager

Mastercard (through Wipro Limited) (2019-present)

- North American contact for Change Management activities for Platform Support department, consisting of over **20,000** servers (Linux, Windows, virtualization), and related storage systems
- Coached and led 5-person team handling the same activities from India.
- Engineered unique cross-reference software to link servers to owners using information from multiple external databases
- Developed Training Manuals for team improvement and incoming peers
- Automated multiple daily reports, approval follow-ups, and approvals
- Increased adherence to proper Change Management, ITIL, and best practices through individual, group, and team training sessions
- Increased interdepartmental communications by developing internal calendars, weekly previews, weekend change summaries, and daily incident tracking

IT SOX Controls Analyst/Change Management CAB Manager

LoanDepot (2017-2018)

- Initiated overhaul of key software training environment, significantly increasing performance, streamlining technical support and improving overall IT relations with the Learning and Development Team
- Increased adherence to SDLC Change Management policies and procedures through monthly audits and team trainings
- Collaborated with stakeholders of multiple key applications, data stores, and services, to perform User Access Reviews to ensure appropriate access was granted to over **6000** employees
- Oversaw multiple IT departments on Change Management processes and developed a culture following ITIL acceptance and best practices
- Roll-out of IT Change Management under ServiceNow, and led developers to customize system and workflows to fit company CM needs
- Increased CM engagement while removing roadblocks in order to facilitate fast-paced IT infrastructure changes

Information Technology Manager

Cadence Aerospace (2011-2017)

- Migrated server infrastructure to VMware Server environment (with SAN) to reduce costs and maintenance, while increasing production server business hour uptime to **99.99%**
- Overhauled physical datacenter, facility, and network security to meet best practices and ITAR/EAR Compliance
- Reduced CFO's weekly man-hours required for soft close, from ten to two through leveraging robotic process automation with Infor Visual
- Expanded presence to **85** workstations, **15** kiosks, 7 mission critical virtual servers, and 12 non-mission critical virtual servers
- Implemented Spiceworks ITSM ticketing system for tracking IT incidents, problems, and project management
- Delivered multiple upgrade projects including, but not limited to, Microsoft Exchange, network overhaul, thin-client stations, and firewalls

TECHNICAL STRENGTHS

Microsoft Windows Server
Microsoft Windows Desktop
VMware ESXi, vSphere, vCenter
Windows Terminal Server
Active Directory
Microsoft Access
Microsoft SQL
MySQL
Crystal Reports
Infor Visual ERP
MMIS ERP
DocuWare
Microsoft Office Suite
Microsoft Visio and Project
Adobe Creative Cloud
BMC Remedy
ServiceNow
Spiceworks
ExtraView
Bendata HEAT
Trend Micro, McAfee, and Symantec

TECHNICAL TRAINING

**Certificate Windows 2000 Professional
and Server Training**

**Crystal Reports Training (through
Advanced)**

**Access Programming Training (through
Advanced)**

Certified Netware Administrator

**Radio and TV Broadcasting, and
Computer Sciences: Fullerton College**

La Sierra Academy: Riverside, CA

EXPERIENCE CONT'D

Information Technology Manager

Quality Forming, Inc. (2005-2011)

- Initiated and delivered DocuWare document imaging software project to track all contracts, production, shipping, and accounting documents, providing instant lookup of key data, and eliminating the need for 3 file clerk positions
- Spearheaded environment transition from ad-hoc reactionary status to a controlled infrastructure which included change and patch management
- Converted from legacy level key system to VoIP phone systems, including upgrades to network and internet speeds
- Created and maintained multiple custom database programs for internal usage, including complex quoting, tracking of various inventory type items, contact management, and change management
- Installed and maintained multiple projects including anti-malware, technical inventory, ticketing software, and out-of-box solutions for 60 users

Change Management Analyst

American Honda Motors (2005)

- Conducted business unit interviews and gathered documentation in all major areas within IS Department regarding current policies, procedures, and processes, in order to evaluate current compliance with SOX
- Created and maintained multiple custom database programs to assist in evaluating SOX compliance, track submitted information, and handle other reporting items
- Assisted in development and distribution of training materials regarding Change Management, SOX compliance, best practices, and internal policies and procedures

Change Management Coordinator

New Century Mortgage (2004-2005)

- Constructed and modified multiple custom SQL and Access database programs to increase efficiency of Change Management department activities through tracking, reviewing, and reporting on IT activities
- Assisted department leaders in developing new processes to provide a stable, planned, and reliable environment
- Created training and presentation materials and conducted regular training sessions for multiple groups on topics including Change Management, SOX compliance, best practices and internal policies and procedures
- Successfully implemented Problem Management reporting and statistical analysis of CM activities to improve IT process
- Developed audit-style procedures to ensure proper involvement of Change Management in all IT areas
- Presided over Change Management [Review] Board and Emergency Change Management Board meetings

Technical Support Analyst

Union Oil Company of California (1998-2004)

- As lead on the Service Desk, administered technical support for technical, and non-technical staff in over 15 local and remote locations in a wide variety of PC, LAN, and WAN issues
- Lead analyst in working with outside consultants for migration to Bendata's Heat ITSM call-tracking software for incident management and problem management
- Interfaced with Organizational Review Board (Change Management), to provide end user awareness and education, of planned outages in Brea data center
- Implemented and maintained distribution of RSA two factor authentication (2FA) devices to all worldwide users
- Conducted proper planning, sought Business Unit approval, and coordinated outages for upgrade, migration, and maintenance on high visibility applications and servers