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| **CHERYL RIVERA** |  | **EXPERIENCE****Senior Information Technology Manager** 2011 - PresentHilton Worldwide Holdings • Orlando, FL* Authored Data Retention Procedures to address backlog of 200 plus workstation on "data hold".
* Managed technical initiatives in business intelligence and loyalty using project management and data analysis lifecycle standards.
* Implemented reporting metrics and standards for quality assurance and project management teams.

**Key Accomplishments:** \* Project Manager in charge of leading multiple Information Technology Managed Downtime Events each year.**Information Technology Manager** 2004 - 2011Hilton Worldwide Holdings • Orlando, FL* Required to report directly to the Mid-Atlantic Director of Information Technology for Hilton Hotels.
* Communicated and enforced corporate PCI and security SOPs to all employees and management.
* Maintain disaster recovery and prevention procedures.
* Train junior members of IT team regarding network security and troubleshooting of data circuits.

**Consultant** 2003 - 2004The Walt Disney Company • Orlando, FL* Presented to Safety and Operations leadership potential problem areas indicated by our data analysis and worked with leadership to implement solutions.
* Lead proposal writing, content and marketing strategy, brand development, digital and email marketing execution and online paid advertising.
* Collaborated with functional area managers on development process, as well as common work procedures.
* Loaded data from flat files on a UNIX server using UNIX shell scripts for Oracle Express Server.

**Programmer Analyst** 2002 - 2003Walmart • Orlando, FL* Developed Object Oriented PHP application and Drupal.
* Advanced knowledge of Encryption and compliance with PCI and HIPAA and SAS 70 standards.
* Involved in Design reviews, Code reviews and budget projections.
* Developed Session Beans to invoke services that do database lookups for dropdowns and invoke backend entity beans.
* Generated advance PL/SQL scripts and creates system reports for various systems within the organization.
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| IT Manager Orlando, FL(790) 555-2664crivera@example.com |  |
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| **EDUCATION****Bachelor's Degree Business** 1999 - 2002Miami Dade College • Miami, FL**SKILLS*** Cloud Infrastructure SAN Customer Service Staff Members Information Security Linux Active DirectoryP
* Portfolio Information Technology
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