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| **CHERYL RIVERA** |  | **EXPERIENCE**  **Senior Information Technology Manager** 2011 - Present  Hilton 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 - 2011  Hilton 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 - 2004  The 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 - 2003  Walmart • 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. |
| IT Manager  Orlando, FL  (790) 555-2664  crivera@example.com |  |
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| **EDUCATION**  **Bachelor's Degree Business**  1999 - 2002  Miami Dade College • Miami, FL  **SKILLS**   * Cloud Infrastructure SAN Customer Service Staff Members Information Security Linux Active DirectoryP * Portfolio Information Technology |  |
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