

Deirdre Whitehead

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EDUCATION: Bachelor of Science in Computer Information Systems, GPA 3.72/4.0
W. P. Carey School of Business, Arizona State University, Tempe, Arizona

8/2014

SKILLS/KNOWLEDGE: Excellent written, oral, research, analysis, and technical writing skills. Routine and ad hoc report creation. Process and Procedure oriented. Familiar with IT Project Management (SDLC, Agile/Scrum), Database Development and Management, Mobile Application Development, SQL, C#, HTML, CSS, JavaScript, COSMOS Project Estimation, Infrastructure, Networking, Sarbanes-Oxley (SOX) Compliance, Service Organization Controls Report (SOC) Reports, SharePoint, Blackbaud CRM, Tableau Business Intelligence Tools, Computer-assisted audit techniques (CAATs) for data analytics, Economic Theory. Proficient in MS Word, Excel, Access, Visio, Outlook, Visual Studio, MS Project.

PROJECT MANAGEMENT EXPERIENCE:

- **Web Site and Web Application Development-7/14-8/14**-Collaborated with a team of four to develop a client's web site and web time-tracking application. Used traditional Project Management and Scrum techniques, acted as Product Owner and Scrum Master. Prepared and managed project documentation, deliverables, milestones, resources, and schedules. Managed project team, prioritized user stories, owned product backlog, facilitated and built relationships with stakeholders.
- **SharePoint Migration from 2010 Platform to 2013 Platform-5/14-8/14**-Assisted with defining ownership of project, scope, and project plan milestones, considering legacy SharePoint customizations and integration, and preparing a governance and communications plan.
- **Database Development and Management-1/13-5/13**-Collaborated with a team of four to improve a client's business efficiency and effectiveness through the development of a relational database using the Systems Development Life Cycle (SDLC) methodology, SQL Server, Microsoft Access and Microsoft Project. Acted as Project Manager defining project ownership, scope, project plan milestones and managing budget.

WORK EXPERIENCE:

Risk Assurance Consultant - Advisory

EY (Ernst & Young), Phoenix, AZ

9/14-Present

- Help clients manage, monitor and measure technology risk and the effectiveness and efficiency of their IT infrastructure by auditing processes through process identification, documentation, and validation. Examine and evaluate financial and information systems, including manage change, logical access, and backup and jobs scheduling procedures. Recommend controls to ensure system reliability and data integrity. Prepare SOC reports and other detailed reports on audit findings. Perform data analysis on financial data. Design SQL queries and ad hoc reports that refine raw data into meaningful representation.
- Meet with business to document processes, examine records, ensure proper recording of transactions, and collect and analyze data to detect deficient controls, duplicated effort, extravagance, fraud, or non-compliance with laws, regulations, and management policies. Collaborate with internal and external auditors.

MIS SharePoint Business Analyst Intern

Freeport McMoRan, Incorporated, Phoenix, AZ

5/14-8/14

- Supported a global, enterprise level, highly customized SharePoint migration from the SharePoint 2010 platform to the SharePoint 2013 platform. Support included: Meeting with business to Gather Requirements, Documentation, Project Planning and Management, Analysis, Testing, Change Management, Drafting a SharePoint Communications Plan, and Drafting a SharePoint Governance Policy.

Customer Relations Management (CRM) Intern

Make-A-Wish® Foundation, Phoenix, AZ

1/14-5/14

- Assisted with IT project coordination, performed business analyst work which included understanding business, identify business problems, and helping to develop solutions to meet business needs. Performed database duplicate record management, assisted with writing technical procedure manuals, application software training, and conducting user acceptance testing.

Executive Team Lead Intern-Human Resources

Target Corporation, Glendale, AZ

6/13-8/13

- Championed Target team; performed as Leader on Duty, managing staff and services for the entire Target store, assisted in staffing processes and planning for hiring needs to ensure store was staffed in all work centers, helped to develop a strong training culture.

Research Assistant

Arizona Trucking Association, Tolleson, AZ

3/11-7/12

- Conducted research, interviewed individuals, collected and compiled technical and statistical trucking industry data.
- Performed qualitative and quantitative analysis, reached conclusions, developed benchmarks, and documented results.
- Created ad hoc reports based on technical specifications using Business Intelligence tools such as Excel and Tableau.
- Wrote the initial rough draft of a 71-page trucking industry research report which surveyed the impact of over-dimensional transportation on the U.S. economy. Report makes recommendations for improving the flow of heavy-specialized loads and is utilized by legislators, regulators, traffic engineers, industry professionals, and educators to help better facilitate commerce and to promote safety and awareness, locally and nationally.

Business Retention Intern

Estrella Mountain Community College, Avondale, AZ

01/11-5/11

- Provided Economic Development support to assist Southwest Valley municipalities, Southwest Valley Chamber of Commerce, City of Buckeye Chamber of Commerce, and Estrella Mountain Community College in their Business Retention efforts.
- Collected and compiled information through research and personal interviews and determined findings such as quality of and access to business assistance services, access to a quality workforce, impact of signage restrictions, and business land and facility needs.
- Documented results and presented findings to mayors, council members, and chamber of commerce members during city council meetings. Findings directly aided the improvement of business retention and customer service.

Budget Analyst/Accounting Technician

U.S. Department of the Army, Various Locations

11/90-8/96

- Organized and conducted economic studies and surveys; researched, analyzed and compiled data to produce and publish an annual economic impact report for the Fort Sill military installation and its surrounding communities.
- Performed budget programming, execution, review, and fund control for U.S. Army installations, battalions, organizations, accounts and programs. Performed qualitative and quantitative analysis on daily and monthly budgeting and accounting data, identified patterns, trends and implications, used performance benchmarking to facilitate expenditure control and to provide usable information to optimize business decisions.

Professional Organizations: The Institute of Internal Auditors, Information Systems Security Association, INROADS