

Alison Howe, PMP, ITIL

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Adaptable with significant automotive information technology infrastructure technology upgrade projects, digital transformation projects, application development, new product development, vulnerability management, risk analysis, detection and monitoring, capability maturity assessments, patching management.

****Currently attending** University of Michigan's 11-month hands-on Nexus Cybersecurity Professional Bootcamp, working toward several certifications **

Proficiencies: Kali Linux, Nmap, Wireshark, Microsoft Stack, IST, Linux, Unix, AIX, OSI Model, Project Management, Splunk, Change Management, Configuration Management, PMP, ITIL, Access, Splunk, Excel, Level 1 and 2 incident support, SQL, SharePoint, Jira, vRealize Automation, VMware, ALM, Scaled AGILE Framework Methodology (SAFe), ASPICE, CMMI audit, DevOps process automation, Python, ISO 9001/16949, SSMS, Procedure Development, 6 Sigma, SDLC, IAM, .Net, PowerShell, Jenkins, Puppet, Bash, Azure, Spark, Maxis, PCI Compliance, SVN, RESTful, API's, Service Management Tool, ServiceNow.

PROFESSIONAL EXPERIENCE

KBTS Technologies, Inc. at DTE Energy, Server & Database Engineering, Detroit, MI Security Delivery Lead, May 2019 – May 2020

- Lead cloud transformation projects from on-prem to vCenter cluster cloud migration, tools, costing, user management, develop project plans/dashboards for End of life infrastructure decommissions, ALM, ITAM, analytic schedule results, ELT, support all phases of server life cycles and manage ServiceNow completeness and maturity audits.
- Co-led the DevOps initiative with vRealize, Blue Prism, VMWARE, and Puppet.
- Managed Server and Database internal apps for Citrix, AIX, LINUX, Windows, VMWARE, Oracle and SQL.
- Management of vulnerabilities including tracking patching remediation and mitigation. Used Qualys, SIEM/Splunk and PowerBI for security analysis, confirmed CI's were created or patched.
- Develop and maintain creation of data, Visio workflows, SharePoint websites, metrics automation, PowerBI visualizations and power queries to improve OS End of Life Server Infrastructure Asset management and Qualys vulnerability tracking for approximately 2800 servers in Server and Database Engineering.
- Led Implementation CMDB by adding hardware assets and creating relationships to attributes/CI's
- Led weekly backlog status and issue meetings.
- Business analysis, Ops helpdesk support, Access Management/ ACL monitoring, managed change controls for additions to firewall configurations for PCI compliance, Automation UAT, technical documentation, and requirements analysis for Puppet script creation.
- Risk analysis, audit infrastructure assets, discovery network data to update CMDB configuration items and all related attributes, ensuring proper DLP, DDoS Mitigation, WAN security, CASB, Content Filtering, Cloud Security gateways, Secure Proxies to comply with compliance.
- Build, track and monitor hardware asset inventory, create custom reports in ServiceNow
- Provide secure end-to-end customer support on all ServiceNow reports, loading data, data elicitation, cleansing, transforming, loading, and modeling data for dashboards and Portfolio KPI's and roadmaps.

**General Motors Corp. Software Validation Engineering MPG/Warren, MI
Senior Technical Analyst, Apr 2017 – Mar 2019**

- Led multiple enterprise AGILE development projects for Validation Engineering Quality Check application, improved efficiencies by 23% quarterly by improving inefficient process.
- Implement and audit Secure Software Development tools (SSDLC) and techniques to expedite the development, collection, integration, and management of large volumes of data information for Infotainment programs to harden security, DLP, NAC, WAF, DDOS, SSL Certs.
- Created database for customized app development for design engineering, QA testing, quality metrics automation, PowerBI visualizations, hands on incident response and event management.
- Analyze, design, code, test and deploy application customizations as well as troubleshooting and supporting existing code, improved vendor supplier quality program launches by 35% in first year.
- Lead overall end to end management of issue resolution at time of system integration
- Establishment and monitoring of Key Performance Indicators (KPIs) for assigned features. (i.e. provisioning process, command, and control, etc.)
- Provide end-to-end customer support and validation for Quality Assurance in MPG Validation Engineering Lab and in-vehicle Projects, including risk analysis, predictive toolsets, support all phases of development life cycle and data architectural recommendations.
- Developed an end to end system knowledge of all components within the connected vehicle eco-system including (In-Vehicle Modules, Wireless Carriers, NGSDN Application, Mobile Applications, Enterprise IT Systems, and 3rd Party Content Providers)
- Review/monitor program Design Verification Plan to validate assigned features.

**General Motors Corp. Product Development Milford Proving Grounds, Milford, MI
IT Operations Analyst, Dec 2013 – Apr 2017**

- Promoted to increasing levels of leadership, working 60% remote.
- Management of app vulnerabilities – Black duck and log scans, tracking remediation and mitigation.
- Developed and maintained the Common Test Management System (IBM RTC) that replaced 14 paper based antiquated engineering work order/test request systems into a single web-based tool for 1500 users.
- Managed and audit 30 customized Computer Aided Test (CAT) lab apps and embedded software projects.
- Provide risk management, business analysis, negotiation, change management, data security and database management, SSL certificate installs, and end-to-end support for more than 30 optimization projects.
- Served as level 1 and 2 hands-on Infrastructure Ops and DevOps App support for daily sustainability, ITSM SME, perform event log analysis, support 24/7 all phases of incident response life cycle, triage, create and track problem tickets, network connectivity, ISO 16949 compliance, ACL's, risk assessments, incident and problem mgmt., root cause follow-up, app development and calibration, shell/bash scripting, reboot applications and servers, optimization and security scanning/risk analysis and remediation.
- SME for ITIL standards, info system architecture, modeling, QA Test, business process reengineering, risk assessments, infrastructure change management and gatekeeper to the production environment.
- Performed first live application disaster recovery (UNIX, Linux, Wintel, Oracle, SQL SERVER) for Product Development in under 1 hour.

**General Motors Corp. Product Development Milford Proving Grounds, Milford, MI
IT Project Manager, Feb 2011 - Dec 2013**

- Promoted to increasing levels of leadership.
- Led 6 Enterprise Software Projects/Programs for Energy and Vehicle Dynamics proving grounds facility transitions, ensuring data repeatability and Regulatory Compliance.
- Led more than 20 Scaled AGILE development projects of complex applications to improve EPA efficiency, test analysis, energy lab functions, vehicle dynamics, data management, and tech stacks.
- Led project to migrate 5500 CAT users from Windows XP to Windows 7.
- Managed and audit (CMMI and ASPICE) 30 customized CAT lab apps and embedded software projects, such as Body and Engine control module test, development, and onboard diagnostics.

- Provide IT oversight of project management activities and deliverables for 32 global functional areas including problem management, web app security scans, data security, data management, SSL cert upgrades, incident management, change management, release management and disaster recovery planning.
- 30% process improvement in reduced daily incident reports.

General Motors Corp. Global Engineering Tech Center, Warren, MI

Product Development Web Operations Lead, Sept 2009 – Feb 2011

- Business owner for GM SharePoint 2013 Enterprise Web applications, gatekeeper to the Production Environment for all SharePoint, and related security, process and trained hundreds of users for all Global Product Business Operations and R&D, including collaborate with joint ventures.
- Personally developed 6 VP high level SharePoint websites and Finance dashboards in SharePoint, created customized brand templates as well as lower level of sites, workflows and InfoPath forms, utilizing JavaScript, QA Testing, embedded controls, UAT, SP Designer, .net, C, Adobe, PowerShell, CSS and HTML.
- Led 3 Enterprise projects worth \$9m including refining technical requirements, data security, scans, governance and scope for conversion of 1100 static websites and system requirements to SharePoint deployments. Ensured routine web / firewall scans, and data security in Pre-Production and Production Environment.
- Supervised 5 contract IT support staff for web application development, UX design, testing and sustain.
- Coordinated for all leadership initiatives to ensure security and SOX compliance.

General Motors Corp. Global Engineering Tech Center, Warren, MI

GBOM Reuse System SME Integrator, Dec 2007 – Sept 2009

- Business owner and led Finance/R&D projects for Advanced Engineering, modeling, prepared work priorities on GBOM, PartFinder Development and multi-phase upgrade architecture platform software deployments.
- Managed 3 contracted employees.
- Oversees the system development, built test cases, UAT, and release management process.
- Developed business scope use cases and business requirements for final for casting and commodity application tool deliverable for BFO's and Platforms.
- Saved the company \$2.3M on pull-ahead timing and costs by part reuse and software development.

General Motors Corp. Powertrain Engineering Launch Center, Ypsilanti, MI

Reliability/Quality Engineer, Aug 2005 - Dec 2007

- Led more than 200 hundred production trial runs on shop floor for change management in manufacturing launch of world's first launch facility that ran 4 variants of 6 speed transmissions.
- Led projects for warranty claims for embedded controls (TEHCM) development, reflashing and associated electronics.
- Led assembly tooling installation, start-up, breakpoints, change management and PFMEA updates.
- Directed new ANDON and PLC requirements, use cases and updates with IT, reduced costs by 52%
- Managed 6 Quality technicians for change management activities such as PTR's, ETR's, Process improvements, Quality Assurance/audits, and breakpoint timing.
- Collaborated with Electrical and Systems Engineering and Manufacturing to improve mechanical design and ICT by 20%.
- Performed weekly GMS Audit of procedures, supplier quality, safety, waste elimination, problem resolution through Lean and 6 Sigma (DFSS).

General Motors Corp. Powertrain Engineering Center Romulus/Ypsilanti, MI

Engineering Lab Supervisor Mar 2000 to Aug 2005

- Supervised 40 salaried/UAW engineering technicians in a 24-test cell dynamometer laboratory, manage test operations for Duramax diesel engine and related engine control module and glow plug calibration.
- Maintained ISO 17025 and TS 16949 accreditations and EPA audits and drove new process integration.

- Developed scope with cross functional team and elicited requirements for test hardware and IT data analysis projects to ensure embedded tests adhere to technical specifications.
- Tracked quality metrics, managed and hands-on tested electrical checks, breakout box test data, and budget financials / billing to customers.
- Created instrumentation calibration schedule for all instrumentation equipment, improved quality, and test time by 32%.
- Managed test data, metrics, system integration, quality assurance and customer complaints, increased customer satisfaction by 21% quarterly.
- Developed requirements, scope for Calibration testing and engine control module development projects to ensure tests adhere to specification repeatedly.

EDUCATION

Kettering University Flint, MI
Master of Science in Operations

Baker College Flint, MI
Bachelor of Science in Business Administration, Cum Laude
 Minor in Information Systems

CERTIFICATIONS

Project Management Institute Pittsburgh, PA
Project Management Professional (PMP) Certification Active through May 2021

Global Knowledge Chicago, IL
Information Technology Infrastructure Library (ITIL) v3 Foundations Certification

Carnegie Mellon University Pittsburgh, PA
Enterprise Architecture Certificate 2012

Carnegie Mellon University Pittsburgh, PA
Advanced Enterprise Architecture Certificate 2012

MEMBERSHIPS

Project Management Institute

Alison Howe

- Livonia, MI, USA

Contact Information

- zt2-ea0-5o2@mail.dice.com (Preferred)
- 2489558726 (Preferred)

Work History

Total Work Experience: 20 years

- **IT Delivery Lead | KBTS Technologies at DTE Energy**
May 01, 2019 - May 01, 2020
- **Sr Technical Analyst | General Motors Corp. Validation Engineering**
Apr 01, 2017 - Mar 01, 2019 | Warren MI United States
- **Operations Manager | General Motors Corp**
Dec 01, 2013 - Apr 01, 2017 | Milford MI United States
- **Project Manager | General Motors Corp**
Feb 01, 2011 - Dec 01, 2013 | Milford MI United States
- **Product Development Operations Lead | General Motors Corp. Global Engineering**
Sep 01, 2009 - Feb 01, 2011 | Warren MI United States
- **Project Manager | General Motors Corp. Global Engineering**
Dec 01, 2007 - Sep 01, 2009 | Warren MI United States
- **Reliability/Quality Engineer | General Motors Corp. Launch Operations**
Aug 01, 2005 - Dec 01, 2007 | Ypsilanti MI United States
- **Engineering Lab Supervisor | General Motors Corp. Powertrain Engineering**
Romulus

Mar 01, 2000 - Aug 01, 2005 | Ypsilanti MI United States

Education

- **Masters**, No Dates Provided | Kettering University
- **Bachelors**, No Dates Provided | Baker College
- **Associate**, No Dates Provided | Oakland Community College

Skills

- **microsoft windows** | 14yrs | 2020
- **it operations** | 10yrs | 2020
- **technology upgrades** | 10yrs | 2020
- **software implementation** | 9yrs | 2020
- **metrics** | 9yrs | 2020
- **infrastructure** | 8yrs | 2020
- **compliance management** | 8yrs | 2020
- **data security** | 8yrs | 2020
- **engineering** | 8yrs | 2020
- **incident management** | 8yrs | 2020
- **leadership** | 8yrs | 2020
- **microsoft sharepoint designer** | 8yrs | 2020
- **software configuration** | 8yrs | 2020
- **data analysis** | 7yrs | 2020
- **security** | 6yrs | 2020
- **business analysis** | 6yrs | 2020
- **business requirements** | 6yrs | 2020
- **database** | 6yrs | 2020
- **devops** | 6yrs | 2020
- **it service management** | 6yrs | 2020
- **technical support** | 6yrs | 2020
- **itil** | 5yrs | 2020
- **pmp** | 5yrs | 2020
- **active directory** | 4yrs | 2020
- **api** | 4yrs | 2020
- **data modeling** | 4yrs | 2020
- **linux** | 4yrs | 2020
- **vmware** | 4yrs | 2020

- **infrastructure lifecycle management** | 4yrs | 2020
- **use cases** | 4yrs | 2020
- **security management** | 2yrs | 2020
- **it security** | 2yrs | 2020
- **microsoft windows server 2012** | 2yrs | 2020
- **telecommunications skills** | 2yrs | 2020
- **windows powershell** | 2yrs | 2020
- **automation** | 1yrs | 2020
- **servicenow** | 1yrs | 2020
- **automotive** | 16yrs | 2019
- **business process** | 12yrs | 2019
- **project management** | 12yrs | 2019
- **qa** | 12yrs | 2019
- **audit** | 11yrs | 2019
- **project coordination** | 10yrs | 2019
- **software** | 10yrs | 2019
- **agile** | 9yrs | 2019
- **big data** | 8yrs | 2019
- **microsoft project** | 8yrs | 2019
- **software development** | 7yrs | 2019
- **technical analysis** | 7yrs | 2019
- **modeling** | 6yrs | 2019
- **operations** | 6yrs | 2019
- **saas** | 6yrs | 2019
- **it management** | 5yrs | 2019
- **log analysis** | 5yrs | 2019
- **architecture** | 4yrs | 2019
- **business intelligence** | 4yrs | 2019
- **information security** | 4yrs | 2019
- **sql** | 4yrs | 2019
- **analytics** | 2yrs | 2019
- **asp.net** | 2yrs | 2019
- **microsoft sql server** | 2yrs | 2019
- **security analysis** | 2yrs | 2019
- **network** | 2yrs | 2019
- **.net** | 1yrs | 2019
- **css** | 2yrs | 2018
- **html** | 2yrs | 2018
- **python** | 2yrs | 2018
- **iso 9000** | 9yrs | 2017
- **change management** | 8yrs | 2017
- **production** | 7yrs | 2017
- **compliance** | 6yrs | 2017
- **disaster recovery** | 6yrs | 2017
- **problem management** | 6yrs | 2017

- **ssl** | 6yrs | 2017
- **negotiations** | 4yrs | 2017
- **hardware** | 3yrs | 2017
- **javascript** | 2yrs | 2017
- **manufacturing** | 4yrs | 2016
- **java** | 2yrs | 2015
- **it** | 11yrs | 2013
- **process improvement** | 5yrs | 2013
- **release management** | 5yrs | 2013
- **business owner** | 4yrs | 2011
- **technician** | 8yrs | 2007
- **it compliance**
- **management**
- **microsoft sharepoint**
- **powershell**
- **telecommunications**
- **windows**

Work Preferences

- Likely to Switch: Most Likely
- Willing to Relocate: Yes
- Travel Preference: Up to 25%
- Work Authorization:
 - US
- Work Documents:
 - US Citizenship
- Desired Hourly Rate: 50+ (USD)
- Desired Salary: 90000+ (USD)
- Security Clearance: No
- Third Party: No
- Employment Type:
 - Full-time

Profile Sources

- LinkedIn: <http://www.linkedin.com/in/alison-howe>
- Dice:
<https://www.dice.com/employer/talent/profile/d8cbc30666da982ea75939ece0faff334bef7762>