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SUMMARY

Technical Project Manager: Senior technical project manager who performs technical deployments through a formal project management methodology including: process analysis and engineering, risk assessment and mitigation, solutions design, information security check, deployment and testing for the financial and insurance sectors on a global capacity. Ability to move between infrastructure deployment and technical process as well as application SDLC process and technical procedures. Diverse business and technology experience encompasses front and back-office (trading/portfolio management and reporting), asset management, insurance business and all-levels of infrastructure, facilities and application/system analysis and deployment. Demonstrated success deploying all manner of business and technical solutions. Recognized for superior communications skills and an ability to quickly develop credibility with regards to quality customer service; fundamental project management practice and methodology; site audits resulting in cost-effective solutions; on-time and within-budget deployment and understanding of the Business process, its requirements for resiliency, translation of the requirements into useable technical solutions and their deployment.

Risk Management and Compliance/Information Security Policy and solutions deployment	Technical Project Management and Deployment Project Manager	Technical and End User Documentation
Vendor Management	Disaster Recovery Process Engineering, Planning and Deployment	Operational Processes and Procedures Engineering
Data Center Design, Deployment and Disaster Recovery	Business Process Engineering, Risk Mitigation, Business Planning and Solutions Deployment	Application/System Analysis, Project Management, SDLC process adherence and delivery and Deployment

PROFESSIONAL EXPERIENCE

CREDIT SUISSE, New York, NY

Current

Senior Technical Project Manager, Prime Services: Technical Engagement Manager

- Engagement manager between Prime Services application development community and infrastructure teams providing intra-application/service messaging (MQ); Grid computing, distributed caching, business intelligence (Business Objects Suite); data integration (Informatica suite of products) and other technologies.
- Project Manager for various projects:
 - Informatica upgrade of prime brokerage client reporting application; secured and management lending trading and reporting applications,

PROFESSIONAL EXPERIENCE (Continued)

- Weblogic/JDK and BOXI (Business Objects) upgrade to the leading business prime brokerage application
 - Adoption of the ASE 15 Sybase purging and archiving feature into the client-based prime brokerage application;
 - Egenera to hp blade migration; operational policies, processes and procedures; new internal messaging pilot.
- Problem resolution between technical communities relating to operational procedures, support and process requirements.
- Creation of logical and physical schematics of applications; incident management procedures for troubleshooting technical issues.

STANDARD & POORS / MCGRAW HILL, New York, NY

2009-2010

Senior Technical Project Manager: Disaster Recovery, Deployment of Disaster Recovery Solutions in Support of Business Continuity requirements for the McGraw Hill and Standard & Poor's global business.

- Deployment of a single platform remote access solution for global McGraw Hill Community. Liaise with McGraw Hill Corporate Information Security team to ensure proper use of network through design, port and policy analysis and deployment. Project management of technical design streams, migration stream and lead for the Operational Support Process and Procedures and Communications design/deployment design stream;
- Successful deployment of the Symantec Compliance Accelerator for email surveillance for Standard & Poors in response to recent government regulatory requirements;
- Successful deployment of the McGraw Hill primary Finance application, virtualized through use of the VMWare ThinApp virtualization tool on the desktop, to over 3000 global Finance Users;
- Deployment of a newly developed portal application, consolidating one-off applications for the Equity Research Team.
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CREDIT SUISSE, New York, New York

2008 -2009

Senior Technical Project Manager: Disaster Recovery Deployment: Equities (2009).

Deployment of Disaster Recovery Distributed/Mainframe Infrastructure-Level Solutions for Back Office Operations in light of recent volatility in the market.

- Deployment of a third-party clearing/settlement service and product in support of Prime Services Front/Back-Office response to increased front-office trade volume;
- Deployment of KANA, a work-process system to support Back Office management of client communications;
- Infrastructure and application-level migration from egenera to hpc blades;
- San enhancements to the primary trade processing oracle database to ensure an ability to manage an increase in front office trade volume;
- Back Office (distributed/mainframe) capacity-related activities and milestones for infrastructure and application-level enhancements in support of increased front-office trade volume;
- Deployment of a new infrastructure environment supporting a joint venture between Prime Services and Back Office operations distributed and mainframe environments.

PROFESSIONAL EXPERIENCE (Continued)

Project Manager – Market Volatility Program Office: Equities (2008-2009)

Program Manage back-office, middle-office and corporate systems high-level milestones created to meet increased number of front-office transactions resulting from the market volatility.

- Identify and document back-office: street-side, client allocations, asset servicing, back office business process;
- Analysis and documentation of the application-level process manifesting the business process;
- Create milestones and related uplifts over a 9 month period;
- Weekly and Monthly financial reporting;
- Manage the high-level milestones towards realization.

PFIZER CORPORATION, New York, New York

2008

Senior Manager – Vendor Management. Creation of the Vendor Assessment Program including a Vendor performance analytical methodology of determining selection criteria resulting from mid-year/end-year surveys and creation of scorecards for reporting.

- Revision of the Statement of Work and Request for Proposal to meet Pfizer Corporate policies;
- Creation of a Vendor profile database model to support Pfizer Technology Management team for vendor selection and general industry standing;
- Initial design and input into a QA process.

AIG INVESTMENTS, New York, New York

2005-2007

Technical Project Manager: Disaster Recovery / Business Continuity. Creation of the complete Business Continuity and Disaster Recovery programs for AIG Investments.

- Creation of the Business Continuity/Disaster Recovery End-to-End process and program.
- Adherence to Information Security policy in design and deployment and liaison for internal audit and SEC.
- Creation of all Business Continuity and Disaster Recovery fundamentals supporting a 8-24 hour RTO.
- Creation of and quarterly testing of all call trees, business plans, technical failover and alternate sites.
- Creation/ completion of Business Process Documentation: Data Flows and Text and Business Impact Analyses and Risk Assessments; Call Trees, call tree process, testing plans and scripts.
- Completion of Business Continuity Plans for: Fixed Income, Equities, Alternative Investments, Real Estate, Back Office Operations, Investment Accounting and "Rest of Bank."
- Created/ documented safety processes: Evacuation, Crisis Management, Notification and Staff Accountability.

Disaster Recovery solutions:

- Identification of all down-stream/up-stream business and technical dependencies (supply-chain) and deployment solutions in disaster recovery.
- Resilient/redundant circuit design; use of high-speed routing protocol for dynamic re-routing; creation of secure ftp environments.

PROFESSIONAL EXPERIENCE (Continued)

- Build-out of 2 alternate seating sites and 1 Disaster Recovery data center.
- Creation and testing of disaster recovery operating procedures and best practices for infrastructure and application-level failover, maintenance and normalization.
- Creation of all infrastructure and application-level failover process and invocation documentation.
- Facilitation and integration of the Disaster Recovery asset management process including assessment and profit/loss considerations with existing asset management processes and procedures.
- Facilitation and integration of the Disaster Recovery testing process for complete Data Center site fail-over testing and creation of one-off testing processes: Implementation Validation Process (IVP), Technical Testing (TT), isolated Application Functionality testing (without dependencies), End-to-End process testing/End User testing.

Equity Research: Technical Review of Companies/Technology for Investments. (2006-2007)

Perform technical vetting of new businesses/technology ideas for Direct/Mezzanine Investments Group in Alternative Investments Division of AIG Investments.

- Perform complete company analysis including: organization, marketing, financials to determine value / benefits of investment and ownership by the Private Equity fund;
- Vet technical validity determining requirements for a successful investment;
- Research the technical industry to determine possible positioning of the technology/business;
- White Paper/Executive Summary documenting technical, business and investment recommendations.
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DEUTSCHE BANK, New York, New York

2004-2005

Technical Project Manager: Data Center Disaster Recovery. Created Disaster Recovery processes Business Continuity Plan and Risk Assessment, Corporate Security processes and procedures, through deployment and testing for the: US and UK Deutsche Data Centers.

- Define and Document the Roles and Responsibilities of the Infrastructure Disaster Recovery Position along with the demarcation of roles and responsibilities between Disaster Recovery and Business Continuity Management.
- Adherence to Information Security policy in design and deployment.
- Define and deploy the Implementation Methodology of the Infrastructure Disaster Recovery Position.
- Create and perform Facilitation for technical problem resolution between Infrastructure silos and between Infrastructure silos and the BCM group.
- Analysis and Documentation of All Mission Critical System/ Application.
- Creation and Documentation of Operational Process: Job Scheduling, Change Management, SDLC.
- Institutionalized the Americas and UK Disaster Recovery testing process for complete Data Center site failover through process engineering and performance of the US and UK data center site fail-over tests to prove the process.
- Creation of one-off testing processes: Implementation Validation, Technical Testing, Application Functionality testing, as well as End-to-End testing and End User testing.
- Defined the Disaster Recovery Project along with high-level analysis of technology including applications (core application, executables; internal processes; application up/down-stream dependencies).

PROFESSIONAL EXPERIENCE (Continued)

- Adherence to Information Security policy in design and deployment.
- Recommended Application standards in order to ensure shorter RTO for DR-required applications.
- Defined Alternate Site Business and Technical requirements and worked with Site Provider to implement those services under their responsibilities.

Nine Americas and Three UK Primary Data Centers.

- Document Business Continuity Requirements and Risk using the BIA Template;
- Analyze Business aligned BIA's for recovery requirements;
- Determine Combined (Infrastructure and business) DR Requirements;
- Define Recovery Strategies;
- Documentation of each technology discipline design and disaster recovery / normalization procedures for each Data Center based on three scenarios: Loss of site, Denial of Physical Access and Shelter-In-Place;
- Refinement of the Americas Disaster Recovery testing process for complete Data Center site fail-over testing and creation and implementation of the site fail-over testing process in the United Kingdom (3 data centers) and performance of four data center site fail-over tests to prove the process;
- Creation of one-off testing processes: Implementation Validation, Technical Testing;
- Application Functionality testing, as well as End-to-End testing and End User testing.

SABBATICAL New York, New York

2004-2004

Author. Worked on articles relating to unresolved security, business continuity, emergency preparedness, evacuation and staff accountability issues as experienced during the past two years – resulting from the 9/11 event.

WESTLB, New York, New York

2003-2004

Technical Project Manager: Disaster Recovery / Business Continuity Planning and Deployment. Creation of the Business Continuity and Disaster Recovery departments.

Disaster Recovery.

- Defined the Disaster Recovery Project along with high-level analysis of required technology including applications (core application, executables; internal processes; application dependencies; incoming/outgoing feeds);
- Adherence to Information Security policy in design and deployment;
- Recommended Application standards in order to ensure shorter RTO for DR-required applications;
- Defined Alternate Site Business and Technical requirements and worked with Site Provider to implement those services under their responsibilities;
- Created Testing Program: Installation Verification Process; Technical Testing; Application Functionality. Performed first Full-DR test for the Bank;

Business Continuity.

- Performed analysis and prepared Business and Branch-Level Continuity Plans for all Front and Back-Office Departments and Businesses including Finance and Administration
- Risk Assessment: Defined Mission Critical Functions, associated technology and applications along with RTO to meet Federal requirements

PROFESSIONAL EXPERIENCE (Continued)

- Educated staff to evacuation process and personal safety during a catastrophic and non-catastrophic event along with processes for the Crisis Management Team, Staff Accountability.
- Business Process: Data Flows and Text and Business Continuity Plans

CREDIT SUISSE FIRST BOSTON CORPORATION, New York, New York 2001-2003

Technical Project Manager: Disaster Recovery. Disaster Recovery Deployment, Process Engineering: Finance, Administration, Back-Office Operations and Rest of Bank.

- Successful 3-day rebuild of Back-Office Operations resulting from loss of primary facility on 9/11.
- Defined the Back Office/Rest of Bank Disaster Recovery Project with high-level analysis of required technology/ applications (core application, executables; internal processes; application up/down-stream dependencies) and managed deployment and server area in Data Center.
- Successful re-patching of SQL servers during the SQL Slammer of 2003.
- Successful build-out of Back-Office alternate seating site that was used during the 2003 Blackout.
- Recommended Application standards in order to ensure shorter RTO for DR-required applications
- Adherence to Information Security policy in design and deployment.
- Created/performed Disaster Recovery Testing Program.

WESTLB / WEST DEUTSCHE LANDESBANK, New York, New York 1999-2001

Technical Project Manager: Global Operations Model / Intrusion Detection. Project Manager for global security, intrusion detection and PKI global projects, including analysis planning and deployment. (2000-2001)

- Global Security/Intrusion Detection/PKI Project Manager representing the Project Management Office (PMO), defining and implementing Global Security policies and procedures including PKI, User application access administration and control, LAN and internet-based services including remote access, intrusion detection, internet trading and change management procedures for firewalls.
- Global Project Manager: Intrusion Detection Pilot including organization, project management, product assessment and pilot setup and implementation, resolution to auditing and escalation issues and incident handling.
- Win2K Global Security Team Member: Team member on both Global Security and Win2K Global Security Teams to define security policies, procedures, standards and guidelines for the enterprise.

Technical Project Manager: Disaster Recovery / Business Continuity / Physical Security.

Creation of the Business Continuity and Disaster Recovery programs including analysis, planning and deployment. (1999-2000)

- Define and build Business Continuity Project, setting and implementing all policies and procedures for Disaster Recovery and evacuation, all department-specific contingency plans, building and management of alternate site and provider as well as IT management for building of NT, Lotus notes environment offering special market data, IDB, trading applications services traversing a SONET MAN and private frame WAN to Europe for mainframe and ip traffic.
- Define and build Physical/Environmental Security and Facilities Management organization, setting all policies and procedures for physical and environmental security including system configuration, card allocation, vendor management and reporting (internal and auditing) and centralized management of HVAC devices and services

PROFESSIONAL EXPERIENCE (Over 10 Years)

- WESTLB / WEST DEUTSCHE LANDESBANK**, New York, New York **1999**
Technical Project Manager: IT/NON-IT Infrastructure. Project Manager, working with the German and New York Y2K Project Management Offices (PMO's), for those year 2000 activities associated with compliance of WestDeutsches Landesbank Voice/Telecom, Market Data and Non-IT infrastructure and related feeds and applications
- US WEB**, New York, New York **1999**
Technical Project Manager: IT/NON-IT Infrastructure. Process Analyst and technical writer for US Web Networks Integration unit. Work includes technical papers for Web (Portal) security access architecture and process and methodology design for REP response and proposals.
- MERRIL LYNCH**, New York, New York **1998-1999**
Technical Project Manager: CIG-Y2K. Project Manager for the Capital Institutional Markets Business Unit Year 2000 Project at Merrill Lynch working in conjunction with the Merrill Lynch Y2K Project Management Office (PMO). Established complete technical Archive housing all Merrill Lynch internally-developed application-related technical documentation including all phase-end deliverables for Pre-Renovation, Renovation, Production and Certification development phases such as Test Scripts, Configuration Specifications, Data Flow Schematics, Test Results.
- MERRIL LYNCH**, New York, New York **1997-1998**
Technical Project Manager: New Network. Project Manager for the infrastructure team designing a new hierarchical network for Merrill Lynch.
- MERRIL LYNCH**, New York, New York **1996-1997**
Technical Project Manager: IT/NON-IT "Day 2". Project Manager responsible for establishing post-implementation, i.e. "Day 2" services and procedures as offered by ATT and IBM service providers with Merrill Lynch with respect to complete Outsourcing of migration of Merrill Lynch LAN and WAN from proprietary to vendor-enriched, Windows NT LAN and Frame Relay and ATM WAN servicing headquarters, international data center and 750 retail branches.
- MARSH & MCLENNAN, INC.** New York, New York **1995-1996**
Technical Project Manager: Network Vendor Management. Project Manager responsible for establishing post-implementation, i.e. "Day 2" services and procedures as offered by ATT and IBM service providers with Merrill Lynch with respect to complete Outsourcing of migration of Merrill Lynch LAN and WAN from proprietary to vendor-enriched, Windows NT LAN and Frame Relay and ATM WAN servicing headquarters, international data center and 750 retail branches.
- UNION BANK OF SWITZERLAND.** New York, New York **1995-1995** *Technical Project Manager: Technical Writer – System Documentation.* Implementation of MPAS, i.e.

Mortgage-Backed Securities Application System, an intuitive application designed to support the UBS Securities Mortgage-Backed Securities Traders and Back Office in the Allocation and Settlement of Mortgaged-Backed Securities (MBS).

PROFESSIONAL EXPERIENCE (Over 10 Years)

CS FIRST BOSTON CORPORATION. New York, New York **1994-1995**

Technical Project Manager: Technical Writer – System Documentation. Project Manager and Archivist working for CS First Boston Corporation (New York) relocation Project Management Office (PMO), financial institution, in their relocation to New York facilities.

- Project Manage the installation and implementation of a Corporate-Wide asset/inventory management database to aid in the relocation effort including research and business analysis paper, business plan and researching solutions.
- Created the Relocation Project Archives reflecting all Technology Disciplines (LAN, WAN, Cable), Facilities Disciplines (Construction, Architectural, Engineering), Fixed Income, Equities and Investment Banking Business Units technological designs and budgets.

ISICAD. Los Angeles, California/New York, New York **1994-1995**

Technical Project Manager. Project Manager and consultant for ISICAD, Inc. Project Management Office (PMO), a leading provider of comprehensive network management solutions worldwide and developer of graphics-based integrated network management products.

- Project Manage ISICAD implementations including Smith Barney Shearson, Chase Manhattan, Bankers Trust, Solomon Brothers and AT&T.
- Create a three-year integration and implementation plan for a new Business Unit offering network and cabling services exclusive of the ISICAD product line.
- Manage and implement the RFP process, vendor and product/services assessment and final approval for regional phone service and a domestic/global solution as well to connect all disparate ISICAD offices through a solution for remote LAN connectivity for ISICAD's domestic and international offices.

CREDIT SUISSE/CREDIT SUISSE HOLDING. New York, New York **1993-1994**

Technical Project Manager: Technical Writing. Project Manager/Technical Writer working for CS Holding Network Steering Committee and Project Management Office (PMO) to research, install, implement and monitor global videoconferencing, data and voice network for CS Holding Group Companies including Credit Suisse and CS First Boston worldwide (London New York, Toronto, Hong Kong, Singapore, Melbourne, Tokyo, Zurich, Bern, Geneva).

- Research current trends in inverse multiplexing, codec, encryption, ATM, switched ISDN service technologies including a complete analysis of current bridge technology assessing providers (AT&T, Sprint, MCI, British Telecom) and in-house solutions (VTEL: MCU-II, Teleos: MCU Model 25).
- Familiarity with VTEL product line including: DeskMax Model 115, MediaMax 486 and BK225/227 and Teleos product line: Models 20, 40, 60 and HubExtender in both US Domestic and International markets.
- Vendor Management (Cylink, Olivetti, VTEL, PictureTel, Northern Telecom, Teleos, AT&T (Bridge)); network analysis, site surveys, contractual agreements, purchases, deliverables, installation and problem notification, escalation and resolution.

PROFESSIONAL EXPERIENCE (Over 10 Years)

CREDIT SUISSE/CREDIT SUISSE ZURICH. New York, New York **1992-1993**

Technical Project Manager: Trading Floor Move. Project Manager working at Credit Suisse in their move of Information Technology and 100-position Trading Floor from 100 Wall Street to One Liberty Plaza. Primary duties include establishing operational procedures and policies for installation and change-management and hardware/circuit provisioning.

- Support maintenance, service contracts and acceptance testing criteria/agreements with Cisco USA, Cisco UK, Cabletron Systems, ISICAD, Inc. and Xyplex.
- Coordinate and support provisioning of special carrier services (T1, ISDN, X.25, Frame Relay) from such carriers as BT North America, Sprint, CompuServe, Infonet, Wiltel, New York Telephone and Teleport.

NEW YORK TELEPHONE. New York, New York **1990-1992**

Technical Project Manager: Management System. Project Manager representing the ALLINK Operations Coordinator, an Integrated Network Management application designed by NYNEX.

- Proposals and client presentations; Software installation and file configuration; Vendor liaison and evaluation including financial analysis; System cutover management, including User training;
- Site surveys; cabling, network configuration and End-User needs analysis.
- Knowledge of element manager hardware and management applications. Extensive analysis, parsing and creation of alarm/event filter definitions and profiles of raw messages, ASCII and hex data streams from element management applications for the purpose of integration with ALLINK.

OTHER EXPERIENCE

REAL-TIME DISASTER RECOVERY

Nor'Eastern of December 10/11, 1992

First Bombing of WTC, 1993

9/11, 2001

Blackout of 2003, 2003

Facility Electricity Loss

IRA Bombing of 6 Bishopsgate, London, 1993

Inter-facility water main breaks, 1999-2001

SQL Slammer, 2003

Financial Market Volatility, 2008-2009

EDUCATION

M.A.	Musicology / Composition - Concentration in Medieval Notation / Early Italian Instrumental Music / Composition - University of North Carolina	1982
B.A.	Musicology / German - Music Composition Phi Beta Kappa, Cum Laude - New York University	1978

PROFESSIONAL CREDENTIALS

PMP, Certificate / ID number: 1198775	Awarded: 4 August 2008
CBCP, Certificate / ID number: 17766	Awarded: 15 July 2008
CISSP, Certificate / ID number: 312735	Awarded: 13 June 2008
ITIL Foundation Certificate / ID number: US025084	Awarded: 17 August 2010

PROFESSIONAL AFFILIATIONS

American College of Forensic Examiners	Disaster Recovery International
IEEE	ISC2
Contingency Planning Exchange	Project Management Institute

ARTICLES/WHITE PAPERS

Office Buildings: Why a Partnership Between Tenants and Building Managers is so Critical Today: 13 th annual Disaster Recovery Guide, 2008	The Accountability Process – Saving Lives as an Incident Unfolds
Working with the Facilities Building Manager in Creating the Business Safety Continuity Plan	Creating Synergy between the Business Continuity and Disaster Recovery Process
Taking the next steps from Business Continuity to Business Resiliency	The importance of the Technical Failover Methodology
Disaster Recovery Best Practices	Disaster Recovery Testing
Pamphlet: Disaster Recovery Preparedness and Readiness	When to Run / When to Hide: Access and Control, March, 2006
What About the People?	Readying the Corporation for the Dirty Bomb Experience
The Evacuation Process: Lessons Learned	Business Continuity and Disaster Recovery: Translating Business Requirements into Technical Realities
Outsourcing Networking Services: Selecting the Right Provider: Telecommunications, April, 1997	