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www.ify-gold.com | [linkedin.com/in/ifyndianefo](https://www.linkedin.com/in/ifyndianefo) | Active Secret Clearance

PROFILE

Technical program and technology transformation leader who turns fragmented operations into governed, measurable delivery systems. Led work across 12,000+ endpoints, reduced critical vulnerabilities by 99.7%, eliminated 150+ hours of manual work monthly, supported 20+ healthcare go-lives, and built practical operating models across endpoint engineering, AV technology, IT asset management, security, and digital workplace operations.

VALUE I BRING

- Enterprise execution: coordinate security, endpoint, migration, and workplace technology programs across 12,000+ devices.
- Operating-model design: create intake, governance, documentation, and handoff systems that make ownership visible.
- Business and technical translation: turn stakeholder needs into requirements, workflows, roadmaps, training, and measurable delivery.
- Leadership under pressure: lead cross-functional teams, healthcare go-lives, Army Reserve training, and resource accountability.

EXPERIENCE

BUSINESS ANALYST I

United Wholesale Mortgage | Pontiac, MI Jul 2023 - Present

- Led enterprise vulnerability remediation from 80,000 threats to 267 (99.7% reduction) across 12,000+ endpoints in four months, achieving IT Goal #6 for 2025.
- Coordinated a 12,000+ device Windows 11 migration from planning through compliance tracking, reaching 100% compliance three months ahead of the Windows 10 end-of-life deadline.
- Established the Business Analyst function for a 45-55 person Client Engineering organization across five teams, introducing Jira intake, prioritization, governance, and weekly coordination.
- Consolidated AV work tracking, event management, and project logging into one Jira workflow, eliminating triple entry and saving 150+ team hours monthly.
- Orchestrated a five-month ServiceNow Hardware Asset Management implementation for a 10-15 person IT team, moving the function from Excel tracking to governed platform ownership.

SERGEANT (E-5), 92F PETROLEUM SUPPLY SPECIALIST

U.S. Army Reserve | Livonia, MI Sep 2021 - Present

- Active Army Reserve leader supporting logistics, readiness, training management, petroleum supply operations, and resource accountability.
- Supervise and train a squad of 5-7 soldiers; completed Basic Leaders Course in February 2025 with training in leadership development and tactical operations.
- Created technical documentation for 50+ unit members covering .mil email access and Army 365/Google Workspace configuration ahead of the mail.mil sunset deadline.
- Led a 1-2 month cross-unit investigation involving 50+ high-value assets valued at more than \$500K, restoring 100% accountability.
- Led pump station operations training for 6-8 soldiers during a joint exercise with four British Army counterparts using 20,000+ gallons of training fuel.

HEALTHCARE IT CONSULTANT

CSI Companies | Remote May 2022 - Nov 2024

- Provided EPIC EHR implementation support and training for 15+ healthcare facilities across Willow, ClinDoc, Ambulatory, OpTime, and MyChart.
- Led cross-functional clinical and technical teams across 20+ go-lives, managing issue resolution, timelines, adoption, and stabilization.
- Achieved a 90% customer satisfaction rating within six months through structured training, responsive support, and proactive client engagement.

SERVICENOW JUNIOR BUSINESS ANALYST

Domino's Pizza Headquarters | Ann Arbor, MI Jun 2019 - Mar 2020

- Spearheaded ServiceNow configuration across five departments, automating 12 workflows and managing 150+ incidents and change requests monthly.
- Facilitated requirements workshops with 50+ stakeholders, translating business needs into user stories that reduced ticket resolution time by 25%.
- Built 15 service catalog items and eight forms, reducing average IT request fulfillment time by 30% across three corporate departments.

EDUCATION, CERTIFICATIONS, AND TOOLS

- B.A., Madonna University | Basic Leaders Course Graduate, U.S. Army
- Nerdio Certification | ITIL Foundation Certificate in IT Service Management | Certified ScrumMaster
- Jira, ServiceNow, EPIC EHR, Azure Virtual Desktop, Confluence, Microsoft 365, PowerShell, SQL, Python, Next.js, TypeScript, React
- Agile/Scrum, ITIL, requirements analysis, process documentation, governance, security operations, ITAM, AV technology, technical training