**JORGE L. TORRES RAMOS**

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**OBJECTIVE**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Belong to an organization in where it can apply my knowledge and thus to contribute to being part of the goals and profits of the company. It as well allows me to grow as much personal as professional.

**EDUCATION**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**1998-2004 Polytechnic University of Puerto Rico** **Hato Rey, Puerto Rico**

•Bachelor in Management of Information Systems

**WORK EXPERIENCE**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**2004 to present EVERTEC San Juan, Puerto Rico**

**Information Security –Operations Supervisor 2012- Present**

Information Security, Risk Management Division

* Supervising the groups of InfoSec Help Desk and Data Security Analyst
* Establish objectives and goals to my Data Security Analyst staff in their different platforms: TANDEM, UNIX/AIX, ORACLE, WINDOWS, MAINFRAME/AS400
* Prepare a Roadmap in order to track company goals
* Review our current process and procedures to simplify or in some cases automate it.
* Identify security breaches
* IBM Identity and access management automation tool implementation
* Comply with InfoSec standards and procedures including Priviledge Access Control and Server Certifications
* Perform annual Priviledge User and Account Access Certification
* Attend audit requests findings and remediation’s for the SOC1,SOC2,SOX, FDIC and PCI audits
* Project Management

**Information Security- Help Desk Supervisor 2010-2012**

Information Security, Risk Management Division

* Modify procedures focused on be more efficient, offer a quick response to our customer and meet our Service Level Agreement (SLA)
* Establish objectives and goals to my staff
* Support my staff with particular situations (client complaint)
* Perform Application evaluation in order to take control and be monitored with Information Security
* Establish priorities in order to avoid a negative impact to the organization.
* Give support and participate on the Business Continuity disaster recovery exercise
* Work with Internal Controls and Risk Management reviewing Information Security policy and procedures.
* Perform as a liaison between internal and external auditor’s requests for any application information requirements.
* Perform annual application user certification process
* Provide monthly Key Risk Indicators (KRI) and Service Level Agreement (SLA) reports to the management.
* Project Management
* Analysis and improvement to our ticket system eService

**Data Security Technician 2004-2010**

Information Security, Risk Management Division

* Consumer service: Attending over 9,000 users(internal and external) calls and giving support of all corporate systems and platforms
* Process daily particular user access request thru our ticket system (Grant, Revoke & Modify)
* Keep active users database running daily SAP terminations , job change reports and removing terminated users from the system
* Monitor daily secure-vault access to the Mainframe, Tandem and Open systems

**2000 to 2004 *Radisson Ambassador Plaza Hotel & Casino* San Juan, Puerto Rico**

Assistant MIS Director

* Computer Maintenance (Program, configure & repair)
* Training to current and new users
* 24hr on-call
* New system quote (Software & Hardware)
* Design new pc do to business needs

Accounting Department

* + Manage all hotel and casino cash
	+ Make daily deposits reports
	+ Custodian of the casino daily vault count
	+ Accounts entries and payables

**KNOWLEDGE**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* Knowledge in computer hardware and software Mainframe IBM400,CA-VMAN, RACF, Tandem, Web/Open-Applications**,** SAP, Oracle, Citrix**,** Novell, Paragon, CA Tools, Microsoft Office: Word, Excel, Power Point
* Operating Systems: Windows XP & Vista,7,8, Micros-Fidelio, IBM36/400
* Fully bilingual (English and Spanish)
* Excellent interpersonal relations
* Fast on keyboard
* Knowledge in computer hardware

**AWARDS AND RECOGNITIONS\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Popular Choice Awards, *September 2010*
* MVP(Most-Valuable-Professional), *November 2014*

**REFERENCES\_**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Available upon request