

Reagan Mikulas

Pacific, MO 63069 | oberhrc@yahoo.com | 847-732-6582 | [LinkedIn](#)

Experienced IT Management Professional | Senior Operations Analyst | Manager

Championed IT leadership over 15 years, driving the success of infrastructure and software projects worth \$55M for government contracts while enhancing team performance through targeted process improvements and communication strategies.

Skills: ★ *Project Management* ★ *Change Management* ★ *Operations* ★ *Corporate Security* ★ *Purchasing & Procurement Strategies* ★ *ITIL* ★ *ITSM* ★ *Financial Reporting* ★ *Vendor Relations* ★ *PMO Support* ★ *Data Analytics* ★ *Process and Procedures* ★ *Metrics Reporting* ★ *Critical Thinking* ★ *Communication* ★ *Leadership* ★ *Subject Matter Expert* ★ *Sarbanes Oxley* ★ *Mentoring* ★ *Training* ★ *Decision Making* ★ *Customer Service* ★ *Governance* ★ *Agile & Waterfall Methodology*

PROFESSIONAL EXPERIENCES

Mastercard – O'Fallon, MO

Information Security Operations Analyst – Change Manager

June 2019 – Present

- Conduct monthly quality assessment ensuring timely work order completion to meet SLA and analyzing engineers' response times.
- Conducted Root Cause Analyses (RCA) on monthly incident reports, documenting corrective actions and preventive measures.
- Optimized quality control measures surrounding updated templates within the new reimage process, allowing faster completion rates at an average increase of two hours per project cycle while maintaining strict adherence to industry standards.
- Streamlined documentation processes within the Employee Access Management system by creating standardized templates, reducing approval times from an average of five days to just two days.
- Reviewed an average of 80+ global changes per week with stringent checks on document accuracy before finalizing submissions for approvals through Change Advisory Board sessions without errors or omissions noted.
- Led regular mini-ICRB and scrum meetings that improved internal communications within the team; this initiative resulted in a notable 25% decrease in errors noted during project document reviews.

Charter Communications – Maryland Heights, MO

Assistant Project Manager (IT ENT Infrastructure PMO) / Consultant

December 2018 – May 2019

- Managed the completion of over fourteen infrastructure initiatives, including the SDWAN Blue 2.0 network initiative, resulting in a 15% decrease in downtime.
- Balanced the triple constraint of scope, schedule, and budget across fourteen infrastructure initiatives; ensured alignment with IT delivery teams while achieving project targets ahead of timeline to enhance operational efficiency.
- Presented detailed weekly progress reports to leadership teams while tracking key performance indicators; strengthened stakeholder engagement by providing critical insights on project milestones achieved ahead of schedule.
- Coordinated cross-functional teams under tight deadlines, deploying targeted solutions that eliminated critical bottlenecks and completed five major projects three weeks ahead of schedule despite severe resource constraints.

US Bank – Brookfield, WI

Senior IT Specialist (Corporate Payment Services PMO)

October 2016 – November 2018

- Orchestrated cross-functional support for over five Scrum Masters managing key components of a \$50 million federal payment platform; improved visibility on resource allocations, enhancing stakeholder engagement throughout projects.
- Conducted sprint reviews and iteration planning sessions, facilitating the completion of over thirty user stories each cycle while maintaining a well-organized backlog for efficient project delivery in line with audit requirements.
- Revamped the administration of the SharePoint site during sprint releases, implementing stricter user access protocols that ensured adherence to IDM standards; achieved a remarkable 30% improvement in compliance within a single quarter.
- Simplified the development of visual project timelines with Gantt charts to enhance clarity on deadlines, leading to a 30% decrease in execution delays for both Voyager Bankcard and Data Warehouse initiatives.
- Championed dual-methodology strategies for diverse project scopes; this approach improved predictability in deliverables while shrinking time-to-market from concept initiation to launch stage by an average of two weeks.

Johnson Controls Inc. – Milwaukee, WI

Business Analyst Lead (Mergers & Acquisitions) / Consultant

March 2016 – October 2016

- Directed server decommissioning efforts throughout significant mergers and acquisitions, achieving 100% compliance in offline status reporting while training a diverse team of ten on new protocols to boost operational efficiency.
- Created streamlined documentation protocols in Excel and SharePoint for tracking decommissioned server statuses, resulting in a 35% improvement in response times during potential crises.
- Transformed internal workflows for submitting change requests; established clear guidelines that led to an average approval time of under 24 hours with minimal administrative delays throughout critical business operations.
- Verified license transferability in collaboration with global procurement and suppliers.

Additional Work Experience

Licensing Analyst (SAM) / Consultant, Bank of America Chicago, IL August 2015 – March 2016

PMO Lead / Consultant, CNH Industrial Burr Ridge, IL January 2015 – July 2015

Project Coordinator/Lead Consultant, VW Credit Libertyville, IL March 2014-December 2014

EDUCATION & PROFESSIONAL DEVELOPMENTS

Education

Southern New Hampshire University (Online), Manchester, NH
Master of Business Administration
Expected Graduation Date: September 2025
Focus: IT Management

Southern New Hampshire University (Online), Manchester, NH
Bachelor of Business Administration in Project Management
July 2023

Certifications (SNHU Online)

Microsoft Power BI, Robotic Process Automation (RPA), Time Management, Critical Thinking Skills, Emotional Intelligence, Strategic Analysis Current Position of the Organization Analysis, and more.

Academic Honors & Society

Honor Roll 2022 – Present
National Society of Leadership and Success (NSLS.org) 2024

Tools

MS Office Suite, Microsoft Project, Microsoft Visio, ITSM Remedy / Service-Now, Version One, ALM, Clarity, Confluence, SharePoint, Tableau, Domo, OPPM, Jira