

Kurt Rinne

Johnstown, CO 80534 303.250.7771
krinne66@gmail.com

Meticulous Software & Applications Professional

Manage Identity Access | Ensure Compliance | Achieve Optimal Technical Outcomes

Results-Oriented IT professional, managing high-quality IT services teams, and delivering world class service nationwide and globally to internal support organizations, IBM business partners, and commercial customers, such as Johnson & Johnson and CISCO. Well versed in identity and access management practices, complying with SOX regulations, and meeting clearly defined service level agreements (SLAs). Lead process innovation, tool development, post implementation, and training across cultural and language barriers, driving continuous improvements and team development. Experienced in customer service delivery, operations management, project deployment, documentation development, and management reporting, working collaboratively enterprise-wide, and achieving demanding business goals and deadlines.

Platforms | Applications

Operating Systems:	All versions of Microsoft Windows 9x / ME / NT / 2000 / XP / Vista / Win 7,10 workstation. All versions of Microsoft Windows NT / 2000 / 2003 Server, OS / 2, Red Hat Linux 6.3
Microsoft Office (MS):	MS Visio - 9x / 2000 / XP / 2003 / 2007
Lotus Applications:	Notes 5.x / 6.x / 7.x / 8.x / 9.x, Sametime 3.x / 7.x / 8.x / 9.x, Symphony
Incident Management Systems:	Remedy Action Request System / Impact System, McAfee DPU, Tivoli Manager
Networking:	TCP / IP, NetBIOS, Nortel Connectivity VPN Client, Cisco VPN Client, AT&T Network Client 5.x / 6.x / 7.x
Other:	IBM Mainframe z / OS and z / VM Systems Support, Wintel & Unix Systems Support, including Windows Active Directory, Socks, VPN, AT&T Network Client, VMware, Putty, DameWare, AT&T Network Client 12, RSA Authentication Manager / ACE Server , Monitoring management

Professional Experience

International Business Machines Corporation, Boulder, CO

Primary Focal Identity Access Management (IAM), NiSource 2013 - Present
Manage and develop IT teams. Direct lifecycle of IT projects. Ensure technology met full compliance with SOX and FERC guidelines.

- Served as triage expert, leading lifecycle of critical projects to seamlessly transition multiple accounts into steady-state, reducing downtimes and risk.

Kurt Rinne 303.250.7771 Page Two

International Business Machines Corporation (Continued)

- Authored detailed process documentation and training materials for current team members, improving efficiency and streamlining key processes in line with business goals.
- Led root cause analysis functions in collaboration with key stakeholders, troubleshooting and resolving complex technical issues, and providing impeccable technical support for wide range of applications and software.
- Selected as 3X recipient of NiSource 5C Award, delivering continual results and meeting demanding objectives and deadlines.
- Recognized as technical focal, authoring process documents, training new and current team members, and working collaboratively operational-wide.
- Provided top-tier technical support across multiple applications, including IBM mainframe z / OS and z / VM systems, Hitachi, Wintel and Unix systems, communicating complex information in layman's terms, and introducing timely solutions to reduce business risk.

Primary Focal Identity Access Management (IAM) at Health Net 2012 - 2013

Mentored and managed technical team. Ensured security and access of information for employees. Adhered to compliance standards for SOX guidelines. Worked effectively with key business heads.

- Chosen as backup for management, overseeing day to day operations of service desk and access administration teams in fast-paced environment.

Primary Focal Identity Access Management (IAM) at BG Group 2010 - 2012

Partnered with key leaders and directed technical team. Defined and managed identity access. Ensured compliance with SOX standards and regulations.

- Led seamless transition of portfolio of accounts into steady-state by authoring process documentation, training teams, and meeting clearly defined business goals and deadlines.
- Facilitated onsite training for external team out of India, communicating complex technical information across language and cultural barriers, and meeting key objectives and deadlines.

Primary Focal Identity Access Management (IAM) at BELO 2006 - 2010

Directed daily operations of service desk and access administration teams with oversight of CSAT, CKM, and FCR applications. Oversaw help desk team and ensured customers received high-quality service and technical support.

- Managed end-to-end transition of customer help desk into IBM, leading informative training for technical and non-technical teams, and authoring step-by-step technical documentation.
- Positioned identity access management program within IBM by leading beta testing and transitioning team from help desk environment to IAM agents.

Help Desk Focal 1999 - 2006

Provided network, application, and customer service support to Johnson & Johnson, IBM One team (internal helpdesk), JPMC, Cisco, and Belo.

- Maintained timely ticket documentation for auditing and upper level support teams, troubleshooting and resolving complex and urgent technical issues with optimal solutions.
- Served as Technical Training Specialist in several nationwide and global locations, ensuring clearly defined service level agreements (SLAs) were met.