

Mary Susan Fastabend-Tucker

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EDUCATION:

Virginia Commonwealth University
Master of Education – School Counseling, 2008

East Carolina University
Master of Science – Industrial Technology – Digital Communications, 2002

Virginia Commonwealth University
Bachelor of Science – Information Systems, 1984

INFORMATION TECHNOLOGY EXPERIENCE:

Capital One Financial Services

9/00 – 8/05

Risk Compliance Manager – Risk and Compliance Group – Technology Delivery

Ensure compliance with Risk Framework for all Information Technology (IT) Delivery outsourcing projects. Consult on required documents for federal regulatory documents pertaining to IT related outsourcing. Completed gap analysis on completed project phases. Communicate to IT management on compliance with mandatory regulator related issues.

Process Engineer – Process Optimizing Group – Service Management

Process Engineer on TRM project. Provided consulting and process development facilitation for TRM project. Creation of governance and TRM Forum Livelink working space. Process Engineer for various process optimizing group projects. Provided support for Release Management project and Capacity Planning. Lead Process Engineer for Global Integration project which encompassed Service Center, Problem Management, IPS and Incident Management. Provided GAP analysis reports, facilitated meetings, and provided process consulting to integrate US and Europe. KnowledgeLink Functional Administrator for Process Optimization Group.

Manager – Knowledge Management, Security and Training - Service Center

Management of direct reports responsible for Knowledge Management program for Service Center and Incident Management, Process Improvement Project Coordinator, Security Liaison and Training. Includes hiring, performance evaluations, discipline, and creation of measurable job objectives.

Service Center Manager - Global Service Center

Daily Management of up to 19 direct reports providing first level phone support to entire Capital One Enterprise. Includes performance appraisals, discipline documentation, training plans, team meetings, Development Action Plans, weekly manager/associate meetings, creating and providing team and individual performance metrics.

Project Management/Coordination Experience at Capital One

Experience with large/small projects as both project manager and project coordinator. Led various advisory committees regarding executive level projects and governance models for federal risk related compliance issues. Experience with process identification and flows, gap analysis, focus groups, and surveys. Organization of large training, open house and expo events to an audience exceeding 2000. Project involvement includes Service Center metrics, Service Center site liaisons, contractor conversion process, Time to Closure project, TRM, and various Contractor Outsourcing projects. Held project management team meetings on a regular basis.

Fleet Mortgage

10/99 – 09/00

Daily management of multi-tiered corporate Service Center providing mission critical technical hardware/software support to 4,000 Fleet Mortgage Group employees. Provided project management support for various cross-departmental improvement projects. Implemented customer satisfaction survey, departmental procedures and demonstrated consistent improvements to user satisfaction. Creation and management of all service level agreements. Management of all call center improvements and creation of call trending reporting.

Raychem Incorporated

11/96 – 10/99

Management of multi-leveled Technical Helpdesk staff supporting 800+ local and remote/mobile users, ensuring service delivery excellence. Led, scheduled, and coordinated daily Helpdesk team activities, meetings, and projects; scheduled daily coverage and on-call rotations. Maintained weekly status reports and reported to management on service level agreements, escalation procedures and department improvement initiatives. Project management duties include successful completion of site-wide Year 2000 project focusing on site personal computer/server issues.

SOFTWARE/HARDWARE EXPERTISE:

- Microsoft /Apple Hardware and Operating Systems
- Windows and Mac based personal computers, tablets, pads, and phones
- Microsoft Office Suite
- Microsoft Project
- Visio
- Various call-center tracking software
- KnowledgeLink
- Livelink

COUNSELING EXPERIENCE:

Region Ten Community Services Board – August, 2011 – present

- Mental Health Support Services II-PRN – Psychosocial Assistant

National Counseling Group – April, 2011 – July, 2011

- Community Based Counselor II

Louisa County Public Schools - January 2008 – April 2011

- Family Support Worker
- Home Based Instructor
- School Counselor – Elementary School – 600+ hours Internship

Chesterfield County Schools – Clover Hill High School - January 2006 - July 2007

- Career Center and SOL Testing Coordinator, School Counseling Department
- School Counselor – School Counseling Department

AWARDS/CERTIFICATIONS:

- Service Management Award, TRM Process Implementation - Capital One
- Raychem – Service Award - Extraordinary contribution to the NC Development
- James River Corporation - Two Bronze Key Awards
- James River Corporation - Silver Key Award
- ITIL Foundations Certified
- George Mason Project Management Seminar/Workshop
- Acudetox Acupuncture Certified
- CPR/First Aid Certified