JOSEPH E. VERETTO

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Teaching Assistant, FSU's School of Information

As a Teaching Assistant (TA) with the Florida State University's School of Information, I am responsible for leading lab discussions, maintaining office hours to provide coaching and assistant to students, managing online course materials and virtual environments, providing timely feedback and grades for student assignment submissions, assisting the instructor of record as needed, and upholding the University Honor Code and policies and procedures for TAs.

Education & Certification

Florida State University   2016
Masters in Information Technology
Doctoral of Information Studies, Anticipated April of 2020

University of West Florida   2015
Bachelors of Science, Workforce and Professional Development
Certificate, Technology Systems Support
Certificate, Career and Technical Education

Tallahassee Community College   2012
Associates of Arts, Emphasis in Information Technology

FDLE   2011
Criminal Justice Information Systems Certification (CJIS)

Cornell University   2006
Human Resources Certification

Accolades and Memberships
Graduated with honors distinction, magna cum laude 2014
Phi Sigma Phi, (UWF Chapter) Since 2014
Phi Theta Kappa Honor Society, (Tallahassee Chapter) since 2012
Tallahassee Community College Student Blogger, (assisted in program launch) 2012

Doctoral Works and Research

As a first year doctoral student I am still in the process of refining my specific area of interest. I am primarily interested in exploring information potentiality as a product or factor of cultural and linguistic signification. Information potentiality, as described herein, refers to one's potential to manufacture new information, ideas, and innovations. Additionally, I am interested in understanding how information potentiality affects information meaningfulness and influences the effective interpretation of cross-cultural boundary objects, especially those boundary objects transmitted and consumed via electronic means. Finally, I am interested in exploring the hypothetical relationship between Burnett's 3-Part Framework on Information Worlds and Bronfenbrenner's Ecological Systems of Cognitive Development Model and understanding how such a relationship may be used to assess one's potential to develop, construct, and manufacture new information, ideas, and innovations.

Undergraduate Research

Throughout my undergraduate career, I conducted several literary reviews in which I addressed the numerous challenges in education. My undergraduate research goals were to: 1) better understand the influence student perceptions of faculty diversity has on student success, 2) measure the efficacy of remedial education as indicated by micro-economics, 3) synthesize original works to arrive at conclusions and calls to action to improve faculty diversity to enhance student success, and 4) synthesize original works to arrive at conclusions and calls to action to better prepare students for college success and to standardize the means by which the efficacy of remedial education programs are evaluated as a measure of a return on investment to the micro-economy.

Key Skills

Strategic Planning	Leadership	IT Administration
Strategic alignment of business plans	Interviewing	Quality Control and Quality Assurance
Annual technology work plan development	Performance development	Policy and procedure development
Annual quality assurance review cycles	Framework development and planning	Analysis of Florida Statutes and Administrative Code
Work Break Down Structures	Training	IT Audits
Project management	Staff and resource planning	Risk mitigation
Compilation of the Department's Schedule IV-C	Performance evaluation	Process and Procedure Standardization
Key performance measures analysis	Team building	Continuity of operations through process control
Business planning	Presentations, reporting, meetings, and organizational planning	Information and data analysis

Experience

Florida State University, School of Information	01/16 to 08/16

As an intern with Florida State University's School of Information (iSchool), I was responsible for providing data and information to the school's Quality Review Department for use by external accrediting authorities. I was responsible for utilizing business intelligence system to compile a variety of reports: enrollment, demographics, programs, gender, and degrees awarded.

Results:
While in this position, myself and colleague were able to produce a variety of reports, translate the data into meaningful infographics, and publish the content to the school's website.

Florida Department of Environmental Protection, Office of Technology and Information Services	2015 to 2015

IT Manager

As a Senior Management Analyst Supervisor, SES within the Office of Technology and Information Services at the Florida Department of Environmental Protection (DEP), I am responsible for the management of the Department's web presence, the Department's service management application, and the Department's SharePoint Environment. I manage a team of nine personnel. Currently, I am initiating a project to modernize the Department's web presence to promote DEP's brand, enhance the accessibility of information, improve customers' ability to consume information and communicate with the Department, and to improve user experience.

IT QA Manager

As an Operations Management Consultant Supervisor within the Business Office unit of the Office of Information Systems, I was responsible for overseeing and ensuring the effective execution of several programs to include quality control, quality assurance, audits, policies and procedures, statewide IT project management, strategic planning, and key performance measurement analysis. In this role, I have advertised positions, interviewed, and hired. Additionally, I have used effective supervisory techniques to manage a highly effective team, to provide relevant training opportunities, and to ensure continual development of staff. My primary responsibility is to consult with members of management of leadership to provide solutions to operational and administrative obstacles and then to assist in the planning, implementation, execution of those solutions. Additionally, my responsibilities included strategic planning in which I assisted in the development and review of unit and function plans, development of business plans, and the alignment of function and unit plans with the Department's business plan. I routinely engaged with management and leaders, especially on the topics of quality assurance and quality control, standards, policies and procedures, Florida Administrative Code, and Florida statutes, to ensure operational decisions and practices are aligned with requirements, and to ensure that operational processes result in consistent, predictable, and repeatable results and that they achieved the desired enhancement and result.

Results:

Within this position, I have successfully implemented a quality control program reliant upon a system of process controls and workflows. This program ensure that processes are documented, auditable, and ensures continuity of operations by establishing documented processes.

Within this role, my team has also established a program for key performance measurement analysis that is designed to evaluate the efficacy of OIS services, to measure alignment of performance indicators and key success factors with performance targets, and to make analytical recommendations for modification of objectives, success factors, and indicators based on evaluated data.

Additionally, while in this position, I have overseen the development of several SharePoint solutions designed for task tracking, project management reporting, and leave reporting. While in this role, I have successfully coordinated with members of management and with the Information Security Manager resulting in the closure of several outstanding audit findings, some several years old.

Lastly, I have participated in multiple audit engagements, with both internal and external audit authorities, serving as a single point of contact for all audit authorities.

Operations Review Specialist 2012 to 2013
Computer Security Analyst 2010 to 2012
Computer Security Analyst Staff Augmentation Consultant 2009 to 2010

Starting as a contracted staff augmentation within the Department's Computer Security Administration, within my first year of consulting services I was selected for a career service position within the Department's Computer Security Administration. As a computer security analyst, I was responsible for the administration of the Department's Proxy Server, the Department's Internet Report Server, the Department's Event Log Analyzer server, and the Department's threat lab. Further, I served as a domain administrator for two of the Department's domains. I leveraged my critical thinking skills to identify innovations in the application of technology, my creativity to develop the Department's computer security awareness campaign, and security-centric posture to mitigate risk. While in this role, I also served as the Sub-Team Chair for the Department's Software Add-in Review team. As the Sub-Team Chair, I worked with a statewide team to develop a consistent method for evaluating the effectiveness and security of software add-ins. Under my leadership, the team created a multi-step security review process to assure the ongoing security of the Department's IT infrastructure. Lastly, I also served as the Department's patch management coordinator, in which I coordinated the review, testing, and deployment of enterprise software patches.

As an Operations Review Specialist, I successfully created the Office of Information Systems' first Information Technology Resource Users' Manual, in which all department scoped policies and procedures were converted into a manual. I also developed OIS' audit correspondence program and designed a system to retain official responses provided to audit authorities in connection with their audit of the Department's IT systems. Additionally, I created OIS' first Quality Assurance and Quality Control Program, which is still in place and continues to evolve as of the end of 2014.

Results:

Of primary importance, I successfully leveraged LDAP to integrate the Department's AD infrastructure with the Department's proxy environment. In doing so, I created significant efficiencies in the administration of the Department's proxy server.

Additionally, through the strategic use of network monitoring tools, such as WireShark, and a methodical approach to process layering, I created process efficiencies to streamline IP traffic through the Department's proxy server. Further, through coordination with the other network teams, we successfully provided load balancing and failover between the Department's proxy servers.

Finally, I successfully created and used the Department's threat lab to deploy and monitor threats. The threat lab provides a secure and isolated location for security analysts to open suspicious e-mails and execute code without impacting the Department's IT infrastructure.

SOS International Ltd	2008 to 2009

HR Specialist and Information Management Officer, Department of Defense Contractor

In this dual role, I served not only as the organization's human resources specialist, but I also served as the organization's Information Management Officer. In my role as the HR Specialist, I created organizational policies and procedures, processed personnel action notifications, issued travel orders, conducted employee relations investigations, provided sexual harassment prevention training, and office automation.

As the Information Management Officer, I administered the organization's specified OU on the DOD SIPRNET and NIPRNET, managed secure and non-secure IP switches, conducting security reviews, and responded to computer security incidents. Additionally, I reviewed and maintained all employees' clearance level via JPAS (DOD proprietary system), utilized the SPOT System (DOD proprietary system) to issue Letters of Authorization, and conducted travel briefings and debriefings as required pursuant to DOD 5200.1-R.

Starwood Vacation Ownership	2007 to 2008

Elite Services Vacation Planner

In this position, I provided unprecedented customer service to multi-million dollar contract holders. I assisted owners with preparation for international travel, vacation, and excursions. Additionally, I conducted in-bound and out-bound calls to contract holders to assure ongoing customer relations.

Southland Corporation, 7-11	2006 to 2007

Assistant Store Manager

I provided customer service and assisted the manager in product merchandising decisions. I was responsible for forecasting sales, ordering stock, and managing product life cycles. Further, I ensured prompt reconciliation of store paperwork and maintained a clean, customer friendly environment.

Kellogg Brown & Root (KBR)	2004 to 2006

Billeting Supervisor, 2005 to 2006

HR Administrative Specialist, 2005 to 2005
Billeting Coordinator, 2004 to 2005

Having been promoted multiple times during my employment with KBR, I specialized in assisting military personnel with that activation of services pursuant to the DOD contract via Letters of Technical Direction. I served as the liaison between the Operations Office, Contracts Office, and the Army Contracting Office to ensure the timely delivery of services, and to ensure the safe and secure living conditions of military personnel on forward operating bases (FOB). Additionally, I worked with the Defense Contract Management Agency to conduct quality assurance reviews of the Billeting Department's Service Desk.

Results:

My Billeting Department's Service Desk operations set the standard for service desks within the theatre of operations (Iraq). My self-developed database and operational processes were implemented across all FOBs in which there was a KBR contract.