

MARK R. FRIEDMAN

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PROFILE

- Certified Information Systems Auditor (CISA) with over 20 years' experience in IT, including operations and compliance auditing, seeks position as Associate Internal / IT Auditor, focusing on internal controls, policy and procedures, and risk management.
 - Thorough knowledge of IT, including process improvement / best practices, identifying, defining, implementing, monitoring, and testing IT controls.
 - Member of The Institute of Internal Auditors and Information Systems Audit and Control Association. Also a Project Management Professional (PMP) and Certified Business Manager (CBM).
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"This Auditor would like to acknowledge the exemplary efforts of the TAC, Mark Friedman, in proactively developing and implementing exemplary internal CHRI procedures and controls for eJusticeNY. The Department has made significant improvements in a relatively short period of time due to the diligence and perseverance of Mark Friedman."

- Jim Marzeski, New York State Auditor

OVERVIEW OF BUSINESS & TECHNICAL SKILLS

Management: General, IT, Project, Release, Quality, Risk, Data, License

Analysis: Data, Business, Process, and System

Mentoring: 5 years' experience mentoring in business and project management problems

Writing: Reports, System Documentation, and User Documentation

Modeling: Data, Database, Business, and Process

Procurement: RFP Writing, Vendor Selection, and Vendor Management

Programming: SQL, Third and Fourth Generation Languages

EDUCATION & TRAINING

Audit Specific:

- Over 200 hours of auditing classroom training.
- Over 1000 hours of targeted study, including:
 - Internal Auditing (Sawyers, 5th Ed.), IT Control Objectives for Sarbanes-Oxley (2nd Ed.), CobiT 4.1, COSO, ITIL v3.0, PRINCE2, Quality Assessment, Enterprise Risk Management
- Certified Information Systems Auditor (CISA), ISACA, 2007.
- Internal Quality Assessment / Validation, IIA Accreditation, 2006.
- Auditing Techniques, Institute of Internal Auditors / KPMG, 2006.
- IT Auditing, Institute of Internal Auditors / Deloitte & Touche, 2006.
- Internal Audit Quality Assessment, Institute of Internal Auditors, 2006.
- Familiar with IDEA, v7.

College

- Bachelor of Business Administration, Baruch College, New York, NY. 1986.

EXPERIENCE

White Mountain's Re, Greenwich, CT. April-July 2007

IT Auditor

- Gained experience in Work Paper writing and management, interviewing techniques, and audit report writing.
- Performed an IT SOX audit.
- Conducted an operational audit of the Project Management Office. Supervisor stated in 60-day evaluation: "The final product, which was provided to Senior Management, was of good quality."

Rivers Consulting & Staffing, Inc., Ardsley, NY. August 2006-March 2007

Consultant - representative engagements include:

KPMG (ITS Audit - Build Management)**IT Effectiveness: Process Mapping, Process Re-Engineering**

Group is responsible for performing Build Management, Technical Architecture, Release Management Facilitation, Procurement, License Management, and Server Provisioning.

- Identified, analyzed, and documented internal processes to determine their effectiveness in supporting Group's attainment of goals.
- Identified risks and variances from best practices, plus provided guidance for risk mitigation.

Consumers Union (Information Systems and Technology)**Management Consultant**

- Counseled CTO and VP-Executive Operations in interpretation of Ernst & Young's IT Diagnostic Review covering the process domains: Strategy Alignment, Program and Project Assurance, IT Staffing, Efficiency and Effectiveness, and IT Services Management.
- Prepared response - Management Action Plan and Due Date - and summary document.

KPMG (US-Infrastructure Access and Security Management)**IT Infrastructure Audit**

- Subcontracted as Systems Analyst to analyze and document SecurID - ACE network security processes in preparation for server upgrade.
- Identified and documented all related processes and data flows, areas of risk for mitigation, as well as processes that could be modified to generate significant savings in time and resource usage.

DKI Direct, Montvale, NJ. 2005

Senior Manager of Development

- Identified and analyzed technical policies and procedures at this start-up company.
- Made recommendations for changes to reduce risk and improve control.
- Developed and implemented formal project management processes.

New York City Department of Probation, New York, NY 2003 - 2004

Director of Project Management, IT

- Performed Monthly Audits - Operations, Compliance.
 - Audited requests for retrieval of "Rap Sheets" for 1,000 probation officers across 21 locations to ensure compliance with Use & Dissemination Agreement.
 - Implemented and tested internal controls.
 - Developed correction plans and took corrective action as needed.
 - Evaluated feasibility of current probation policy and made recommendations for improvement to senior management.
 - Prepared for and worked with State Auditor on 9 formal audits.
- Managed IT Balanced Scorecard Project for Probation and Corrections.
- Managed and Implemented Inter-Agency data sharing project with NYPD (Domestic Violence).

Stellar Services, Inc., New York, NY. 2002 - 2003

Project Manager - Senior Business Analyst

Process Mapping, Process Re-Engineering

- Interviewed senior managers, judges, and staff, then created diagrams documenting process flows and document flows for operations of 5 New York City agencies as preparatory work for implementation of a shared Document Management System.

Simon & Schuster, New York, NY. 2000 - 2001

Director, Decision Support Systems

- Centralized License Management for Business Objects and renegotiated terms, saving over \$80,000.
- Built data warehouse for Consumer Division to reduce returns 5% through better inventory management.

Information Builders, Inc., New York, NY. 1996 - 2000

ERP Product Manager

- Responsible for the manufacture of a commercial Extract / Translate / Load software package for SAP, PeopleSoft, and BaaN. 30 supported platforms. \$15 million total sales.

Earlier positions include: Team Leader, Gruner + Jahr USA Publishing Co., 1993-1996; Systems Analyst, Ziff Davis Publishing Co., 1991-1993; Senior Programmer / Analyst, S.G. Warburg and Co., Inc., 1989-1991; Programming Manager, Manufacturers Hanover Trust Company, 1982-1989.