JACK K. WILLIAMS

Carrollton, TX

469.286.7239 - Email: jackw23@hotmail.com

S K I L L S   S U M M A R Y

Knowledge Management Expertise: Streamlined operational efficiency with comprehensive taxonomies, standardized documentation via robust content and template creation, and strategized for long-term goals, ensuring ADA compliance and inclusivity.

Project Leadership & Agile Management: Proven success in cross-functional collaboration, global risk management, and process enhancement, optimizing operational workflows with a focus on regulatory compliance and team collaboration.

Technical Acumen & Software Mastery: Advanced proficiency in documentation and design software including Microsoft Office Suite, Adobe InDesign, and MadCap Flare, coupled with adeptness in data analysis (Excel, SharePoint, Python) and multimedia development (Dreamweaver, Photoshop, Camtasia).

Interpersonal & Adaptive Excellence: A strong record of adaptability, proactive problem-solving, and effective communication skills, ensuring clarity and precision in team collaborations and stakeholder engagements.

P R O F E S S I O N A L   E X P E R I E N C E

BANK OF AMERICA, Addison, TX   **May 2012 – January 2025**

Senior Knowledge Manager - Information Management (2020-2025)

Lead initiatives that strengthen information and knowledge management across the organization. Focused on the development and optimization of SharePoint and Confluence systems to streamline operational efficiency across enterprise teams. My achievements include:

- **System Development and Integration:** Headed the development and maintenance of Knowledge Management systems on SharePoint and Confluence platforms, centralizing audit-related documentation, and implementing standardized storage protocols. This incorporated digital archiving processes to safeguard essential information and facilitate a streamlined knowledge environment.
- **Process Optimization and Automation:** Conducted process analysis to enhance operational efficiency, developing automated reports using VBA to streamline monthly metrics reporting for executive leadership. Automated several key processes via Python scripts.
- **Template and Content Creation:** Created a suite of templates including playbooks, technical profiles, and process flows, to promote consistent documentation practices across multiple organizations.
- Technical Proficiency: Created customized HTML components in Confluence and edited end-user training modules using Adobe Dreamweaver and Adobe Camtasia, respectively.
- **Access Management:** Managed access for multiple SharePoint and Confluence sites, conducting quarterly reviews to ensure compliance with internal security policies.
- **Project Leadership:** Led projects to migrate and restructure documentation storage strategies, implementing a standardized taxonomy and the development of archival systems for outdated materials, which facilitated more seamless transitions from decentralized to centralized knowledge bases.
- **Training and Mentorship:** Established training sessions for new users and mentored team members, enhancing organizational proficiency in Microsoft Office and Adobe software suites.
- Compliance and Accessibility: Advocated the standardization of content to meet ADA accessibility guidelines, promoting diversity and inclusion and adherence to legal standards.
- **Strategic Planning:** Contributed to the development of a strategic roadmap, outlining quarterly milestones up to 2025, guiding the team towards long-term goals and objectives.

Knowledge Manager – Exceptions Management (2018-2020)

Led comprehensive knowledge management initiatives to improve policy alignment and organizational effectiveness. Key contributions included:

- Knowledge Repository Enhancement:
  - Revitalized and rebranded playbook and procedure documentation, centralizing information for nine Data Loss Prevention teams and enhancing knowledge accessibility.
  - Directed the transition to modern documentation templates utilizing MadCap Flare, creating a cohesive repository in SharePoint with outputs available in Word, PDF, and HTML formats.
  - Managed collaborative document review sessions with team managers, identifying process gaps and developing actionable plans to refine knowledge assets.
- Process Optimization and Compliance Assurance:
  - Established and maintained systematic monthly routines to examine new types of exceptions to GIS (Global Information Security) Policy, enhancing organizational compliance with internal and regulatory mandates.
  - Collaborated closely with the GIS Policy team, facilitating analyses to prevent violations of internal policies and federal regulations.
  - Initiated processes and documentation frameworks to evaluate the potential impact of exception types on existing controls and developed strategies for the creation of new controls, as necessary.
- Regulatory Liaison and Global Risk Management:
  - Developed and implemented a structured regulatory review process in coordination with the Laws, Rules, and Regulations committee, ensuring alignment with international compliance standards.
  - Led the submission of exception types to the Global Risk Committee, facilitating thorough reviews and final approvals, thereby safeguarding organizational interests on a global scale.
- Cross-Functional Collaboration and Solution Development:
  - Partnered with the development team to conceptualize and implement production solutions for exception types, including server configurations, scanning rules, and FTP protocols.
  - Collaborated with the enterprise request team to develop a user-friendly online form, enabling end-users within the bank to request exceptions seamlessly, fostering an environment of efficiency and compliance.

Governance Lead (2015-2018)

As the Governance Lead within the Global Information Security (GIS) Policy and Governance organization, I supervised the daily operations of the Exceptions Governance team, directing critical governance routines concerning GIS policy exceptions and enhancing transparency through the generation of regular reports and analytics. Key responsibilities and achievements include:

Policy Exceptions Oversight and Management:

- Created and maintained the monthly governance routines vital in managing exceptions to GIS policy, promoting coherent policy adherence and exception handling.
- Facilitated the Policy Exceptions Management Committee meetings, encouraging a collaborative discussion environment for the examination of new exception types, fortifying policy refinement and implementation.
- Established tracking methodologies to monitor committee attendance and voting participation, which enhanced engagement and fostered accountability.

Stakeholder Engagement and Leadership Communication:

- Engaged actively with various stakeholders to secure committee participation, maturing the collaborative governance processes.
- Partnered with senior leadership to resolve governance issues and ensure timely resolution of committee actions.

Digital Platform Development and Training:

- Implemented interactive elements on the Exception Governance Portal using Adobe InDesign, offering executive leadership and business partners an insightful window into exception trends within their respective domains.
- Conducted user training initiatives, giving organizations the necessary skills to efficiently navigate and utilize the Exception Governance Portal.

Data Analytics and Reporting:

- Produced customized reports to cater to specific data requests, going beyond the existing portal functionality to meet end-users' needs.
- Supervised the annual recertification processes for the Exception Type population, including schedule creation, data collection, risk ranking sessions, and presentation to the Risk Governance Committee.

Systems Administrator / Governance and Strategic Planning Coordinator (2012-2014)

Systems Administrator Responsibilities

Developed and maintained software applications and platforms to streamline committee routines and safeguard governance artifacts. Key responsibilities and achievements include:

- Developed and maintained an Access Database to track membership and provide metric reporting capabilities for eleven committees. Engineered the database to interface with multiple systems (SharePoint, HR, and teleconferencing records), offering up-to-date information on members and dynamically capturing and reporting attendance trends for all committees.
- Devised and implemented the internal SharePoint infrastructure to support the newly formed governance framework.
- Created external SharePoint sites and document repositories to promote GIS initiatives and secure proprietary documentation stemming from monthly routines.
- Knowledge Manager for the internal document library of the GIS Policy Governance team, overseeing the processes for document development, publishing external documents, and archiving older documents.
- Served as the primary contact for access management requests for GIS Policy Governance systems, handling permissions for various essential systems used in routines.
- Provided frontline support for meeting technology, resolving issues related to conferencing tools and collaborative platforms.
- Functioned as a technical advisor, offering support and solutions for issues regarding SharePoint, Discovery, and Microsoft Office products, to individuals both within and outside the organization.

Governance and Strategic Planning Coordinator Responsibilities

In this capacity, I was tasked with leading the strategic development of the Global Information Security Policy Governance program. This involved building operational procedures and infrastructure enhancements, fundamentally growing organizational efficiency and knowledge management. Key responsibilities and achievements include:

- Conceived and established the operating model, producing comprehensive process/procedure documentation (run books) and document templates to facilitate the governance framework.
- Incorporated process documentation into the Global Information Security's Run book.
- Managed meeting logistics, attendance, scheduling, and the comprehensive planning of monthly discussion topics, forums, and decision items for various committee meetings.
- Directed a strategic three-month rolling agenda, isolating relevant issues from GIS initiatives to construct agendas for the monthly committees supported.
- Worked with GIS leadership and subject matter experts to prepare monthly presentation materials for committee meetings.
- Tracked membership attendance trends for membership maintenance and metric reporting to senior leadership.
- Oversaw action items generated from each monthly meeting, ensuring all tasks were completed successfully.
- Instructed committee members regarding procedural and subject matters to ensure an efficient governance workflow.

E D U C A T I O N

Associate in Arts

North Lake College, Dallas, TX

Graduation Date: May 2014