



IT OPERATIONS PROFESSIONAL

LaVon Jackson

**DALLAS/FORT WORTH METROPLEX ONSITE/HYBRID/REMOTE
ADDISON, DOWNTOWN DALLAS, IRVING, PLANO, RICHARDSON**

Hi there!

I appreciate the opportunity to present my qualifications for this role and the prospect of joining the team.

I'm a Process & Change Management professional well-versed in translating regulatory, security, and technical requirements into clear, actionable documentation including policies, procedures, process maps, control frameworks, and executive reporting. Trusted change management partner to influence engineers, risk leaders, auditors, and compliance teams across large institutions.

Please let me know if there's anything else I can provide, as you move forward with the candidate selection process.

Best regards,

LaVon

Experience

BANK OF AMERICA

10/2022 – 04/2024

PROGRAM MANAGER (Issue Management & Process Improvement Lead)

Global Application Integration Engineering

- + Built and led an end-to-end application governance and lifecycle management program, aligning applications with business goals, security, regulatory requirements, cost optimization, and risk reduction
- + Defined roles, controls, standards, and documentation frameworks; detailed process mapping of all applications, and created sustainable governance program for documentation practices
- + Led cross-functional engineers and analysts to design, document, and improve processes for testing, change management, implementation, monitoring, and audit readiness
- + Planned and executed IT audits, risk assessments, and remediation efforts; partnered with Audit, Information Security, Risk, and Compliance teams to address MRAs and ensure ongoing compliance
- + Delivered executive-level reporting and dashboards (SharePoint, Workfront, Tableau, Jira/Confluence) to communicate project health, risks, metrics, and measurable business value

FREEDOM MORTGAGE

5/2020 – 02/2022

Program Manager

Risk Management (Business Systems)

- + Managed enterprise-wide risk and IT business system programs supporting regulatory and audit requirements
- + Implemented Lean Six Sigma process improvements to eliminate redundant systems/practices, reduce expenditures, wasted work hours, and improve operational efficiency
- + Implemented change request tool, RACI charts, process maps, risk impact checklist, change approval, testing, validation/monitoring, and governance program
- + Led RPA (Robotic Process Automation) and AI initiatives to automate manual processes and improve data quality

WELLS FARGO

11/2019 – 06/2020 (CONTRACT)

Workstream Lead, Risk Process Compliance

Vulnerability/Patch Mgt

- + After completing the CCPA project ahead of schedule, I was invited, by an IT Executive partner from the CCPA project, to join the V&PM team at the end of the CCPA project. To finish the remaining time on my 6-month contract
- + Reviewed and developed business process maps tied to risk and control framework to satisfy internal and external risk audits
- + Coaching team on providing detailed evidence of compliance
- + Set up collaborative sites and solutions in Jira, SharePoint, and Confluence
- + Technical writing of all documentation to support the initiative: project plans, policies, procedures, process maps, and more

WELLS FARGO

10/2019 – 11/2019 (CONTRACT)

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Process Designer

Enterprise Data Governance (Business Initiatives)

- + Contracted to developed privacy compliance documentation and business processes supporting CCPA requirements. Specifically, a project for the rules surrounding privacy data requests from customers and other consumers
- + Created verbiage for communicating the CCPA to consumers, and bite-sized compliance videos designed to train internal employees.
- + Wrote test plans and feature documents in the implementation and testing of the web site that allows consumers to make data requests pursuant to the CCPA
- + Completed documentation deliverables ahead of schedule. An Executive partner on the CCPA project team invited me to join the V&PM team for the remainder of my contract

CALYX SOFTWARE

10/2018 – 08/2019 (CONTRACT)

SOFTWARE TECHNICAL WRITER (SDLC)

Enterprise Data Privacy

- + Produced comprehensive technical documentation for mortgage loan origination software (LOS)
- + Authored user guides, integrated help files, functional requirements (FRD), API documentation, test plans, and release notes
- + Developed business process maps to identify gaps and drive continuous improvement
 - o Implemented software change request tool, RACI charts, risk impact checklist, change approval, testing, validation/monitoring, and governance program
- + Maintained SharePoint collaboration sites and ServiceNow knowledge bases for internal and external users
- + Partnered with engineering, product, QA, and offshore teams to ensure documentation accuracy and alignment with releases

EQUINIX

11/2017 – 02/2018 (CONTRACT)

DOCUMENTATION & PROCESS MANAGER

Enterprise Data Privacy

- + Document the business process for all lines of business, review for gaps and compliance with Risk & Control Framework
- + Implemented change request tool, RACI charts, process maps, risk impact checklist, change approval, and governance program
- + Adhering to FEDRAMP Framework and compliance with the
- + May 2018 General Data Protection Regulation (GDPR) rollout

BANK OF AMERICA

04/2011 – 04/2017

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Operations Analyst, Technical Writer
Global Enterprise Operations (Process & Documentation)

- + Authored and governed enterprise policies and procedures across multiple banking lines of business, including servicing, originations, foreclosure, loss mitigation, and collections
- + Supported high-risk regulatory, audit, and remediation initiatives (CFPB, OCC, DOJ, FedRAMP) and SDLC system upgrades under aggressive deadlines
- + Translated complex regulatory and legal guidance into clear, compliant, user-focused policy and procedural documentation
- + Partnered with Legal, Compliance, Risk, Audit, and business leaders to ensure accuracy, governance alignment, and exam readiness
- + Managed the full policy and procedure lifecycle, enforcing Chicago Manual of Style standards, version control, approvals, and publication through governance tools

Education

WGU (WESTERN GOVERNOR'S UNIVERSITY)

B.S. in IT Business Administration *(Expected Degree Winter 2026)*

DUKE UNIVERSITY

Project Management Certification – Agile Risk Mgt *(2016 – 2017)*

Military Service

United States Army Light Wheeled Vehicle Mechanic *(1990 -1998)*

LEARN MORE ABOUT MY EXPERIENCE AND WORK STYLE

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