



IT OPERATIONS PROFESSIONAL

LaVon Jackson

**DALLAS/FORT WORTH METROPLEX ONSITE/HYBRID/REMOTE
ADDISON, DOWNTOWN DALLAS, IRVING, PLANO, RICHARDSON (OPEN TO
RELOCATION WORLDWIDE)**

Hi there!

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

I'm a **Documentation & Operations** professional with a strong background in financial services, mortgage, risk management, and compliance. I have a unique ability to translate complex regulatory requirements into clear, actionable, and user-friendly policies and procedures. Trusted change management partner to operations, 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

TECHNICAL WRITER (Issue Management & Process Improvement Lead)

Global Application Integration Engineering

Worked with new executive leadership to document all applications, managers, interactions, and create a management and governance program based on enterprise framework.

- + Led enterprise scale technical documentation initiatives supporting IT risk, audit, and change management programs.
- + Authored and standardized policies, procedures, process maps, control documentation, and testing artifacts across application portfolios.
- + Partnered with application engineers, analysts, and risk leaders to translate complex technical workflows into clear, audit ready documentation.
- + Redesigned change management documentation and decision frameworks to improve consistency and risk transparency.
- + Built and governed centralized Confluence repositories serving as single sources of truth for documentation, standards, and evidence.
- + Prepared audit responses, MRAs, and evidence packages for Internal Audit, Information Security, and Regulatory Compliance.
- + Created executive level dashboards and documentation status reporting
- + Mentored teams on documentation best practices, version control, and sustainable audit readiness.

FREEDOM MORTGAGE

5/2020 – 02/2022

Program Manager

Risk Management (Documentation & 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 applications, reduce expenditures, wasted work hours, and improve operational efficiency
- + Led RPA (Robotic Process Automation) and AI initiatives to automate manual processes and improve data quality.
- + Partnered with third-party vendors to mitigate financial, operational, and security risk
- + Produced executive dashboards, reports, and governance documentation repositories

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)

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
- + Maintained SharePoint collaboration sites and ServiceNow knowledge bases for internal and external users

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:
- + Adhering to FEDRAMP Framework and compliance with the
- + May 2018 General Data Protection Regulation (GDPR) rollout

BANK OF AMERICA

04/2011 – 04/2017

Operations Analyst, Technical Writer

Global Enterprise Mortgage 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

<https://www.lavonjackson.com>

Education

WGU (WESTERN GOVERNOR'S UNIVERSITY)

B.S. in IT Business Administration (Expected Degree Winter 2027)

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

<https://www.lavonjackson.com>