

PAUL WILEY

OBJECTIVE Seeking a position as a Cybersecurity analyst with a reputable technology company.

SKILLS & ABILITIES Have experience in many different lines of work. Most of the technology experience has been in the insurance and mortgage industries.

EXPERIENCE **QUALITY ASSURANCE / IBM (CONTRACTOR)**

April 2013 – March 2014; New York, New York (Remote)

- Collaborated closely with an IBM quality assurance team, rigorously testing software developed for the Fannie Mae Home Loan Modification program.
- Entrusted with diligently verifying the precision of underwriting loan modification conditions, ensuring optimal accuracy and efficiency.

PRODUCTION SUPPORT – AVP - MORTGAGE SALES AND FULLFILMENT TECHNOLOGY / BANK OF AMERICA HOME LOANS

November 2011 – February 2013; Concord, CA (Remote)

- Provided home loan 'Artificial Intelligence' Level 3 expert support for the 'Stability, Technology, Ops, Risk Management' team.
- Served as a Subject Matter Expert for the Artificial Intelligence application team, which is the automated home loan underwriting system that Bank of America acquired from Countrywide home loans.
- Constructed a stringent Disaster Recovery Plan for AI per Bank of America's standards.

QUALITY ASSURANCE & SYSTEMS ENGINEER / BANK OF AMERICA HOME LOANS

October 2003 – October 2011; Agoura Hills, California & Remote

- Authored detailed Runbooks for future teams to execute similar server rebuilds efficiently.
- Deployed crucial code updates in Development, Quality Assurance, UAT, and Production.
- Rebuilt server infrastructure for Bank of America after acquiring Countrywide Loans.
- Upgraded deployment process by integrating innovative batch scripts.
- Quality Assurance work included leading compliance rules team, regression testing, and testing the automated underwriting program called CLUES.
- Provided ideas to automate test case creation and was assigned to work with developers to implement into a working product.

QUALITY ASSURANCE / KEMPER SPECIALTY INSURANCE

June 2000 – March 2003; Woodland Hills, CA

- Quality assurance support role for a non-standard auto insurance company. At the time, their automated underwriting system was advanced for the insurance industry.
- Liaison between the Underwriting and Information Systems Departments.
- Develop scripts using Mercury Interactive Software to automate the testing process.
- Implemented the use of Test Director to organize and manage test cases.
- Created Excel spreadsheets to confirm accuracy of insurance premiums while using the same data in the related Mercury scripts.
- Tested the company's automated policy issuance processes for all states and products by interpreting the Aion programming language.

PRIOR WORK EXPERIENCE **LOSS CONTROL INSPECTOR / CALIFORNIA INSURANCE INSPECTIONS**
November 2024 – Present; Lancaster, CA

SENIOR SERVICE ATTENDANT / METRO TRANSIT AUTHORITY
September 2018 – Present; Los Angeles, CA

UNDERWRITER II / KEMPER SPECIALTY
September 1997 – June 2000; Woodland Hills, CA

MULTI-LINE CLAIMS ADJUSTER / SAFECO INSURANCE
May 1994 – June 1995

EDUCATION **UNIVERSITY OF CALIFORNIA, IRVINE / B.A. ECONOMICS**
Dec. 1993; Irvine, CA

UCLA EXTENSION / CERTIFICATE IN CYBERSECURITY (WITH DISTINCTION)
March 2022; Online

REFERENCES Available upon request.