

Cathleen M. Halsey

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Professional Summary

Organized, detail-orientated, self-starter with strong procedure and technical writing skills. More than ten years of Information Technology/Telecommunications experience before transitioning into bank operations and procedure writing. Recent return to Information Technology as a Business Analyst supporting the bank's core financial system before returning to documentation as a technical writer for information technology.

Excellent time management skill with the ability to prioritize effectively to accomplish multiple tasks on time. Strong analytical and critical thinker with a broad range of software system skills. Demonstrated ability to learn new systems quickly. Knowledgeable in project management tools, processes, and techniques. Experienced with leading teams to meet project milestones.

Very active in volunteerism with local animal rescue organizations.

Work Experience

Associated Bank AVP, Technical Writer Oct 2023 - Present

- Work with applicable lines of business to create and/or revise information technology policies, standards and procedures.
- Provide governance for Associated Bank's IT Program Management to improve the overall delivery, consistency, auditability and reportability of IT Operations.

Associated Bank AVP, Business Analyst – Core Bank July 2022 – Oct 2023

- Provide application service delivery support responsible for maintaining and enhancing the bank's core financial system, Fiserv Signature
- Liaison and consultant between the line of businesses and Development team
- Responsible for writing, implementation and analyzing data queries
- Responsible for reviewing, analyzing, writing, and editing department processes and procedures

Associated Bank Standard Operating Procedure Specialist Nov 2014 – July 2022

- Provide a high level of quality service to business line colleagues by writing clear and concise technical policies and procedures following key components of Associated Bank's approved brand
- Monitor and analyze procedures and communications to identify potential risk areas (e.g., Regulatory, Compliance, etc.) and communicate to affected colleagues following established service levels
- Represent SOP department on various corporate initiatives and project teams to ensure that new procedures are written, or current procedures are updated, that are grammatically accurate, meeting all regulatory and compliance requirements on or before project deadline

Associated Bank Telecommunications Support Specialist II Oct 2012 - Oct 2014

- In addition to Telecom Support Specialist I duties listed below:
 - Project Coordinator for multiple Information Technology departments for projects relating to new branch constructions, branch remodels, branch consolidations and decommissions
 - Development of Project Coordinator role & responsibilities in response to a need for better planning, coordination, and implementation of Infrastructure-related projects
 - Liaison between the project team, functional managers, business lines, and external contractors and vendors
 - Hosted status calls, sent out project updates, and maintained task plans for team members and functional managers
 - Escalation of critical issues to the functional managers that could affect project milestones

Associated Bank Telecommunications Support Specialist I Nov 2001 - Oct 2012

- Tier II support responsible for service problem identification, resolution, escalation and tracking of telephony service outages (e.g., phone lines, circuits, hardware, applications, etc.) following established service level agreements
- Programming, installation, repairs, and moves of analog, digital and VOIP telephone sets
- Review, analysis, and approval of colleague service requests and vendor invoices for telecommunications services
- Facilitation of user training sessions on multiple telephone and voicemail systems
- Design and development of telecommunications policies and procedures, instructions, and user guides for multiple telephony systems and applications.

Technical/Computer Experience

- Administrative & Bank Operations: Microsoft Office Suite, Share Point, AllPRO (bank’s financial system suite), Adobe Acrobat Professional, FDR, Nautilus, Signature (Core Bank UA), SAVO and Seismic (systems that house SOP Manual)

Education

Bachelor’s Degree

University of Wisconsin - Green Bay Major: Public Administration Dec 1996

Associate’s Degree

Northeast Wisconsin Technical College Major: Network Specialist Dec 2001

Accomplishments & Certificates

Volunteer Accomplishments

- 2020 WPS Volunteer Event – Recognized as runner-up for the Green Bay Packers Give Back Large Group award as a member of HEA’s Foster Families
- Awarded a Volunteer Grant from Associated Bank in 2016 - 2022
- Associated Bank Green Bay Top 10 Volunteer Award in 2015

Volunteerism Highlights

2021 – Current: Lakeshore Humane Society, Manitowoc, WI

- Quarterly Newsletter Contributor
- Board of Director and Secretary

2019 - Current: Lakeshore Humane Society, Manitowoc, WI

- Kitten Foster

2020 – Current: Misfit Mutts Dog Rescue, Green Bay, WI

- Puppy Foster and transport driver

2012 – 2019: Happily Ever After Animal Sanctuary - Green Bay and Marion, WI

- Quarterly Newsletter and Annual Appeal Letter Contributor
- Animal Care Volunteer & Kitten Foster
- Website Events Page Coordinator
- Fundraising Committee Member