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Ivonne Rivera, Ed.D, CISA, BSACS

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ACADEMIC EXPERIENCE

Hallmark University, San Antonio, Texas

Adjunct Professor of MIS

- Designed and delivered comprehensive coursework on Management Information Systems, focusing on IT governance, risk management, and compliance frameworks.
- Mentored and guided students in understanding enterprise data flow diagrams, system interfaces, and critical control gaps.
- Integrated real-world audit and IT governance experience into classroom instruction to enhance student learning and engagement.
- Facilitated discussions on emerging trends in IT auditing, internal controls, and data analytics to prepare students for industry challenges.
- Developed and implemented innovative teaching strategies to foster critical thinking and problem-solving skills in the field of MIS.
- Provided actionable feedback to students, promoting continuous improvement and academic excellence.
- Collaborated with academic and industry professionals to align curriculum with current MIS practices and standards.

Adjunct Professor of Business Computer Applications

- Develop and deliver comprehensive course materials on business applications, focusing on practical applications of management information systems and emerging technologies.
- Leverage professional experience in auditing, risk management, and data analytics to provide hands-on examples and case studies that enhance student learning.
- Mentor and guide students in understanding the integration of business processes and technology, fostering critical thinking and problem-solving skills.
- Foster cross-functional collaboration among students through group projects that simulate industry-relevant business scenarios, promoting teamwork and communication skills.
- Utilize data analytics tools and methodologies to teach students how to analyze and interpret complex business data for decision-making.
- Promote a culture of continuous improvement by incorporating student feedback into course design and delivery, ensuring high levels of satisfaction and engagement.
- Present actionable insights and recommendations to academic leadership to enhance program offerings and align with industry demands.

PROFESSIONAL EXPERIENCE

Dynamic, results-driven Audit Executive with 20+ years of global experience leading financial, operational, and IT audits across telecom, financial services, and fintech sectors. Expert in risk management, regulatory compliance, and team leadership, with a proven track record of driving process improvements, mentoring audit talent, and delivering actionable insights to executive leadership. Skilled at building collaborative relationships with business leaders, staying abreast of industry trends and benchmarks, and possessing deep knowledge of the regulatory and compliance environment.

AT&T, San Antonio, Texas

Senior Lead Auditor | 07/2024-Present

- Lead end-to-end audit processes for financial and operational audits, developing risk-based strategies to assess internal controls and ensure regulatory compliance.
- Mentor and develop a team of 4+ auditors, increasing audit productivity by 20% and boosting staff recognition through formal awards and commendations.
- Analyze complex financial, operational, and IT data to identify and mitigate key risks, resulting in a projected \$1M in risk-reduction initiatives.
- Prepare and present audit findings and actionable recommendations to senior management, driving the implementation of 80% of recommendations within six months.
- Collaborate with cross-functional teams to address audit findings, enhancing compliance posture and strengthening internal controls.
- Integrate data analytics tools (e.g., Power BI, IDEA) into audit procedures, automating testing and significantly improving anomaly detection.
- Built influential alliances with key business leaders, positioning audit as a trusted advisor and ensuring alignment with the company's strategic direction.

INTERCONTINENTAL EXCHANGE, INC (ICE), Jacksonville, Florida

Principal Internal Auditor | 09/2023-7/2024

- Served as Auditor-in-Charge (AIC) for complex, high-impact audits covering risk management, regulatory compliance, financial management, and reporting for OTC, Futures, Brokerage, and Clearing Services.
- Developed and maintained the Risk and Control Matrix (RACM), communicating key requirements and findings to the CAE and senior leadership.
- Strengthened team capabilities by delivering hands-on training, facilitating knowledge sharing, and nurturing the professional growth of staff auditors.
- Drove the development of the annual audit plan with strategic insights and expert risk assessment, consistently delivering scheduled audits ahead of deadlines and within budget to surpass performance expectations.
- Coordinated updates and presented key insights for Board and Committee packages, enhancing executive awareness of audit outcomes and risk exposures.
- Championed a culture of excellence and continuous improvement, resulting in increased staff recognition and positive feedback from leadership.

VYSTAR CREDIT UNION, Jacksonville, Florida

Senior Audit Manager | 10/2020-09/2023

- Directed independent assurance and consulting activities that strengthened risk management, internal controls, and governance, advancing both organizational objectives and regulatory compliance.
- Served as Auditor-in-Charge (AIC) for integrated operational, regulatory, and IT audits across the credit union and subsidiaries, consistently delivering actionable insights and high-quality reports.
- Elevated audit team performance through targeted training, hands-on coaching, and professional development, leading to increased staff recognition and measurable improvements in audit quality.
- Managed audit resources and budgets efficiently, completing complex projects on time and within cost parameters while identifying process improvement opportunities.
- Fostered cross-functional collaboration to resolve audit findings, enhance control environments, and promote a culture of transparency and continuous improvement.

ERNST & YOUNG, LLP, Jacksonville, Florida

IT Audit Manager | 09/2018 – 10/2020

- Managed and executed internal and external IT audits for major public clients, assessing internal controls over financial reporting (ICFR), application controls, and third-party processes across diverse industries.
- Led audit teams through all phases of engagement, from planning and strategy development to execution and reporting, ensuring timely, high-quality deliverables.
- Coordinated financial statement audit support by aligning IT audit strategies with integrated audit requirements and collaborating closely with Assurance teams.
- Enhanced audit effectiveness by conducting in-depth walkthroughs, designing enterprise data flow diagrams, and identifying critical control gaps and system interfaces.
- Built strong client and cross-functional relationships, delivering actionable recommendations that improved IT governance, risk management, and compliance frameworks.

Additional Experience

Earlier roles in audit and risk management for a global financial institution, recognized for delivering robust assurance, process improvements, and effective risk mitigation strategies.

Deutsche Bank, Jacksonville, Florida (2010–2018):

- **Regional Lead, Embedded Risk & Control Team:** Oversaw risk and control environments across multiple international regions, collaborating with senior stakeholders to drive regulatory compliance, operational effectiveness, and robust client onboarding processes; implemented a global monitoring tool to enhance oversight of client data quality, due diligence, and regulatory documentation.
- **Compliance Testing Manager:** Managed compliance testing programs to evaluate adherence to policies, procedures, and regulatory standards; identified control gaps and recommended corrective actions.
- **KYC Project Manager:** Directed large-scale Know Your Customer (KYC) and Anti-Money Laundering (AML) remediation projects, ensuring compliance with regulatory requirements, strengthening client due diligence processes, and improving data integrity to mitigate financial crime risk.
- **AVP, Risk & Control Manager:** Led initiatives to assess, monitor, and enhance internal controls; managed risk assessments, control testing, and remediation planning across business units.

PROFESSIONAL LICENSING

Certified Information Systems Auditor (CISA); ISACA (2007)
Bank Secrecy Act Compliance Specialist (BSACS); CUNA

PROFESSIONAL ORGANIZATIONS/AFFILIATES

Member of Information Systems Audit and Control Association (ISACA)
Member of Institution of Internal Auditors (IIA)

EDUCATION

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| Doctor of Education, Organizational Leadership | June 2015 |
| Minor: Human Resource Conflict | |
| Nova Southeastern University, Ft. Lauderdale, Florida | |
| Master of Science, Management Information Systems | December 2004 |
| University of Central Florida, Orlando Florida | |
| Bachelor of Science in Business Administration, Accounting | May 2002 |
| University of Central Florida, Orlando Florida | |
| Bachelor of Science in Business Administration, Management Information Systems | May 2002 |
| University of Central Florida, Orlando Florida | |