

Gary L. Monk, CBCP

Vallejo, CA 94589

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**BUSINESS CONTINUITY / RISK MANAGEMENT CONSULTANT
PROFILE**

Certified Business Continuity Professional (CBCP) with 20+ years experience in developing, documenting, implementing, testing and analyzing business continuity and disaster recovery plans. Served as Vice President Business Continuity Consultant, Division Security Officer and Compliance Officer for a major U.S. bank.

KEY AREAS OF EXPERTISE

Business Continuity Planning	BC Plan Testing/Exercises
Business Impact Analysis	Risk Analysis/Audit
People Management and Development	Classroom Instruction

EMPLOYMENT BACKGROUND / TRANSFERABLE ACCOMPLISHMENTS

Independent Consultant – Vallejo, California 2004 - Present

BUSINESS CONTINUITY/RISK MANAGEMENT CONSULTANT

Worked with clients to develop, document and test business continuity plans and strategies. Utilized an end to end process involving risk analysis, strategy development, plan documentation, testing and maintenance.

Accomplishments:

- **Business Impact Analysis (BIA) / Risk Assessment:** Applied validated process to document and capture all business and system critical components; developed database for documentation and analysis of BIA data; captured and linked all critical business functions to mission-critical systems; developed Recovery Time Objectives (RTO) for all critical business functions. Conducted site risk assessments and recommended solutions to minimize risks.
- **Develop BCP:** Worked with clients to build Business Continuity Plan. Process included client interviews, BIA, Risk Assessment, Strategy development, Plan documentation and testing.
- **Gap Analysis/Plan Review:** Reviewed existing Business Continuity Plans to ensure compliance with DRIL and industry guidelines. Recommended and implemented updates required for compliance.
- **Vendor Coordination:** Recommend and coordinated use of recovery vendors to support recovery strategy.
- **Plan Testing:** Developed scripts and coordinated single and multi-site testing of business continuity plans for various clients.

Bank of America – San Francisco, California 1973 - 2003

VICE PRESIDENT, BUSINESS CONTINUITY CONSULTANT

1998-2003

Accomplishments:

- Active involvement in emergency response and recovery activities during major disasters: Loma Prieta earthquake, Hurricane Hugo and World Trade Towers (9/11).
- Successfully developed and documented business continuity strategies and plans for the recovery of major e-commerce applications and work areas in numerous departments including retail branches, mortgage processing centers, credit card processing centers and administrative units.
- Simulated disaster scenarios and tested strategies, plans and procedures to validate that recovery requirements are met. Coordinated testing between data centers, work sites and third parties, involving management and staff.
- Pioneered projects to determine information security risks to be in compliance with Gramm-Leach-Bliley Act (GLBA).

ASSISTANT VICE PRESIDENT - DIVISION SECURITY OFFICER

1995–1998

Accomplishments:

- Conducted operations audit of real estate loan centers; performed gap analysis of work areas.
- Designed and conducted onsite interviews to assess data and systems security risks and business continuity readiness for multiple mortgage division acquisitions. Quickly adapted to new environments, including different management cultures, to successfully get new units on board.
- Oversaw development of information protection and business continuity plans for over two hundred mortgage sales and processing units.

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EMPLOYMENT BACKGROUND / TRANSFERABLE ACCOMPLISHMENTS

(Continued)

- Established Nationwide Emergency Broadcast voice mailbox to ensure quick deployment of status reports and resources for disaster recovery. When hurricane Hugo hit Richmond, VA, the system enabled a smooth transition of call center service calls to the Southern California recovery site.

ASSISTANT VICE PRESIDENT - CREDIT POLICY COMPLIANCE ANALYST

1989 - 1995

Accomplishments:

- Ensured that all units within mortgage division met bank operations and compliance requirements by conducting internal control and compliance reviews.
- As a subject matter expert, provided bank operations training and recommendations to unit managers to improve operations and correct deficiencies.

PRIOR EXPERIENCE

1974–1989

Mortgage Banking Operations Manager –

- Managed projects to improve efficiency, incorporate operational changes to meet regulatory requirements and increase profitability

Operations Analyst –

- Provided training to branch managers for effective (batch/demand) staff scheduling
- Conducted operations improvement projects at various processing departments
- Certified instructor and workshop leader for bank operations productivity management.

Methods Analyst –

- Conducted efficiency studies at retail branches, call and production centers

Branch Operations Manager –

- Managed branch operations in Santa Clara, Los Altos and Palo Alto locations

COMPUTER SKILLS

Proficient in use of Microsoft software, including Word, Excel, Power Point, Access, Project
Knowledge of personal computer hardware and software configuration
Well-versed in systems security risks and protection requirements, including anti-virus programs
Good understanding of LAN and WAN architecture

EDUCATION

Disaster Recovery Institute International (DRII) Certified Business Continuity Professional (CBCP)
University of Phoenix, San Francisco, CA - Completed courses in Business Administration
National Compliance School, Certificate of Compliance, ABA (American Bankers Association)
University of Illinois, Chicago, IL – Completed courses in Criminal Justice Administration
Certified Associate Industrial Engineer – Institute of Industrial Engineers
Certified Instructor: "Productivity Management for Bank Operations" – Impact Systems

AFFILIATIONS

Active member of Business Recovery Managers Association (BRMA), San Francisco, CA
Served on Budget Planning and Allocations Committee for United Way of Bay Area

COMMUNITY SERVICE

Emergency Response Consultant "Solano Middle School" - Vallejo, Ca.
Recipient of 2000 Bank of America Leadership Excellence in Neighborhood Development Award
California State finalist for Capital Good Neighbor Environment Liaison award in 2000
Instructor, "Introduction to Computer Skills for seniors," Greater Vallejo Recreation Department
Advisory Board Member, North Vallejo Technology Center
Certified mentor for at-risk youth