Rob Giganti

MBA, ChFC, CRISC, AWS SAA

PROFILE

Skilled IT leader with a proven track record in risk, vendor, and cloud computing. Experienced in fostering collaboration, driving positive change, and delivering outcomes that reduce friction and costs while meeting business partner needs.

LEADERSHIP SKILLS

▪ Risk & Compliance Management
▪ Vendor Management
▪ Information Security ▪ Product Management Advocate ▪ Strategic Planning ▪ Mentoring ▪ Change Management (ADKAR) ▪ DevOps

TECHNICAL SKILLS

▪ AWS Cloud-Computing ▪ Salesforce
▪ Version One ▪ Archer ▪ GitLab
▪ Splunk ▪ Adobe Analytics ▪ Metrics Development ▪ Dynatrace ▪ DataDog
▪ FinOps

EDUCATION

Illinois State University
▪ MBA – Finance, Leadership
▪ Bachelors - Business & International Business

CERTIFICATIONS

▪ AWS Solutions Architect Associate
▪ FinOps Certified Practitioner
▪ AWS Certified Cloud Practitioner
▪ Certified Information Privacy Technologist (CIPT)
▪ Certified in Risk and Information Systems Control (CRISC)
▪ Chartered Financial Consultant (ChFC)

STATE FARM EXPERIENCE

2013 - PRESENT
Bloomington – Normal, IL

Engineering Manager
ET-AMCC

Cloud Enablement & Cross Product Integration Enablement teams
Chat, Text Messaging Team, and Hercules Cloud Contact Center

- Lead the Hercules Cloud Contact Center Platform team delivering AWS Connect based solution that processes 70+ million customer calls monthly, ensuring high availability for enterprise-scale operations.

Technology Manager
ET-IT Risk & Compliance – Infrastructure CFT

- Led a cross-functional team (CFT) of risk and vendor analysts in conducting infrastructure risk assessments, providing valuable insights for risk-informed decision making. Most notably, enabled the implementation of **ROSA** (Red Hat Open Shift on AWS) to enhance migration to cloud.

- Streamlined operations by consolidating two teams into one, optimizing workload distribution and backlog management. This initiative resulted in improved efficiency.

Technology Analyst (Product Owner)
ET-P&C Claims – Intelligent Document Management Team

- Led a team of engineers delivering claims documents in an intuitive, **cloud-based platform** that reduces costs and enables value creation through intelligent orchestration.

- Delivered an MVP solution for the Modernized Associate Experience by establishing the ability to retrieve and view documents via new user interface(s) built on the **Salesforce platform.**

- Guided the development and drove the adoption of a new **AWS-based API** for use in the document management solution on the Salesforce platform.

- Collaborated to coordinate and successfully deliver a new automated transcription service using **AWS machine learning** that reduced costs and improved speed to transcribe.

- Utilized **Objectives & Key Results** to prioritize features leading to a 200% increase in documents uploaded to platform.

- Skilled in responding to performance latency, availability outages, and leading root cause analysis to recover services.

IT Vendor Relationship Manager (Product Owner)
ET Risk & Compliance – Technology Vendor Management Office

- Confronted business realities by proposing and owning **building a consulting team** of relationship managers, which resulted in providing additional vendor services to more ET business partners.

- Led the development of the **Quicken Loans alliance** Vendor, Information Security & Privacy Risk Management Plan, and successfully presented it to a special session of ISPG, ISPRB, and VRGC.

- Collaborated across functions & departments to re-negotiate contract terms with **DocuSign**, presented policy exceptions to VRGC and ISPG for approvals in time for contract signatures which resulted in saving $15M.

LDA IT Risk Manager
ISD Risk & Compliance

- Led and coached a team of IT-GRC Risk Advisors in performing Information Security & Privacy **risk assessments** for presentation to ISPG/ISPRB.

- Ensured **risk reporting quality** and time-sensitive risk responses were regularly **monitored** & delays were promptly addressed.

- Represented ISD as a member of ISPG and served as the Department Compliance Chair.

- Enabled cross-functional collaboration to **innovate** on an improved process to complete the annual department level risk assessments during a time when both ISD & SF Digital were ceasing to be Departments.

IT GRC Risk Advisor
ISD Risk & Compliance

- Successfully advised multiple enterprise business partners in completing nearly **100 risk assessments** and guided executive risk owners in understanding their **information security and privacy risks** and presenting to ISPG and ISPRB.

Senior Compliance Analyst
ECE - Privacy & Information Retention; AML-OFAC

- Guided department coordinators in records retention schedules, developed eDiscovery processes, and was responsible for annual Information Retention Program eLearning training.

- Performed departmental OFAC risk assessments and assisted in the development of an AML governing policy.