

# JOSEPH “MAURICE” THERIOT

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## PROGRAMMER ANALYST

Experienced, self-motivated, efficient multi-tasker and tech enthusiast with a proven talent for rapidly adopting new systems and technologies. Strong troubleshooting skills to deliver to businesses the IT support they need to navigate an increasingly connected landscape. Speaks “g33k” so you do not have to!

Committed to achieving organizational goals by strengthening the company’s security posture and web presence, through implementing new privacy mandates, improved auditing, and new web services.

- Server Administration
- IT Security & Governance
- e-Commerce
- Web & Mobile Development
- Consumer Data Privacy
- Documentation & Training

## TECHNICAL SKILLS

**Operating systems:** Linux (Debian, Ubuntu, CentOS/RHEL), Windows Server, Active Directory, OS X, macOS  
**Servers/databases:** Apache/nginx, SQL (MySQL), CouchDB, Cloudant, Virtualization, VMware, FairCom c-tree  
**Programming languages:** JavaScript, AngularJS, NodeJS, .NET, PHP, Python, PowerShell scripting, Bash, Liquid  
**Web development:** HTML5/CSS, Bootstrap, REST, jQuery, JSON, XML, WordPress, Akamai CDN, Elastic, SDL Tridion, Basecamp, Teamwork PM, WHM, cPanel, Postman, Liquid, Ruby  
**eCommerce:** HCL WebSphere Commerce (IBM), Gateway Galaxy, Sitecore Commerce, Magento, Shopify  
**Other software:** AWS, Azure, Zabbix, Git, Rancher, k8s, SolarWinds, uBuild/uDeploy, Epic, Rx30, Zendesk, ServiceNow, Microsoft Office 365, Google Docs, Monitoring & Reporting, Adobe, Klaviyo, HubSpot CRM, Atlassian JIRA & Confluence, Stash, Perforce, PowerBI, OneTrust

## PROFESSIONAL EXPERIENCE

**UNIVERSAL ORLANDO RESORT, Orlando, FL** **2022 - Present**  
**Analyst, IT Governance & Compliance**

Perform InfoSec responsibilities, including audits, risk assessment, and fulfill consumer privacy data requests.

- Implement CMP (Consent Management Platform), utilizing OneTrust for CCPA compliance across multiple sites and brands and fulfill thousands of IRRs (Individual Rights Requests)
- Participate in weekly Change Advisory Board (CAB) meetings and evaluate changes
- Facilitate User Access Reviews (UAR), Disaster Recovery (DR), PCI, and Data Retention auditing
- Regularly communicate with NBCU Privacy Team and Parks’ business units to align efforts
- Collaborate with Leadership to track and provide feedback on ongoing privacy mandates

**UNIVERSAL ORLANDO RESORT – APEX SYSTEMS, Orlando, FL** **2021 - 2022**  
**Programmer Analyst**

Provided day-to-day application support for B2B sales platforms and e-commerce APIs including eGalaxy.

- Configured, analyzed, patched, and maintained .NET applications, web APIs, and servers, while documenting findings and identifying areas for improvement
- Used SQL to track and report on successful and failed orders placed in the web stores
- Troubleshot issues with B2B ticketing site and B2B ordering API
- Tested new versions and functionality to correct errors before releasing to Production
- Collaborated across Parks Technology teams to resolve Critical Incidents and analyze root cause
- Developed PowerShell automation scripts to increase productivity, improve monitoring, and reduce downtime

**ECHELON FITNESS, Lake Mary, FL**

**2020 - 2021**

**Web Content Developer**

Developed and maintained content for international eCommerce stores and global marketing teams.

- Created Shopify storefronts for 5+ markets such as Mexico, Colombia, Iceland, Australia, and UK
- Used Liquid templating engine to customize site content meeting Marketing needs
- Maintained GDPR, CCPA, and other data privacy compliance requirements
- Promoted a global brand by enforcing consistency across regions and email campaigns
- Implemented front-end analytics including Google Tag Manager, Facebook Business, Pinterest, affiliate tracking, click monitoring, and more

**UNIVERSAL ORLANDO RESORT – TEKPARTNERS, Orlando, FL**

**2019 - 2020**

**Associate Programmer Analyst**

Supported online eCommerce platform for online ticketing sales and UniversalOrlando.com website.

- Resolved website and ticketing system issues through troubleshooting and reviewing server logs in Elastic (Kibana) and collaborated with development teams to identify and fix software defects
- Assisted Guest Services with improving theme park guest satisfaction by resolving online issues including account login and user experience on Web and Mobile
- Improved service reliability by creating automation scripts and documenting new utilities

**TRANSACTION DATA SYSTEMS – KFORCE, Ocoee, FL**

**2017 – 2019**

**Software / Hardware Support Technician**

Served as primary source for technical support for the clients of Pharmacy Management System (PMS) Rx30.

- Reviewed Linux application logs, finding root cause and resolving issues through troubleshooting
- Trained customers migrating from other pharmacy software providers
- Supported data transfers and restored “down” systems to operational state
- Assisted reporting, billing, PCI, and HIPAA compliance needs of pharmacies

**ONSYTE COMPUTER, Altamonte Springs, FL**

**2016 – 2017**

**Web and IT Technical Support Administrator (Contractor)**

Provided services including web server administration, networking, and tech support by phone and onsite.

- Reduced technical debt by ensuring continuity of business through troubleshooting server hardware issues and repairing business-critical systems
- Simplified customers’ IT infrastructure by installing, configuring, and administering virtual Linux servers for both business and web application hosting
- Drove organizational improvements using monitoring and analytics tools to build reports
- Customized WordPress and Magento e-commerce themes (PHP) and plugins, extending the functionality of the dashboard and site

**ELECTRONIC ARTS – PRO UNLIMITED, Maitland, FL**

**2016**

**Junior DevOps Engineer (Contractor)**

Managed a virtual infrastructure supporting build and test automation systems.

- Increased efficiency by reducing technical debt using VMs to replace physical hardware
- Provisioned Linux virtual servers that host web-based software development tools
- Acted as liaison between front-line Game Team Support, project leadership, and IT departments

**CYBER FISION INC., Baton Rouge, LA**

**2015**

**Web Developer Consultant**

Developed websites and application prototypes for local business.

- Programmed responsive application prototypes using HTML, CSS, Bootstrap and JavaScript
- Developed e-commerce websites with customized themes and plugins using WordPress
- Divided projects into billable phases using TeamworkPM project management software

**OUR LADY OF THE LAKE HEALTH SYSTEM – TEKSYSTEMS, Baton Rouge, LA**

**2012**

**Deployment Technician**

Deployed numerous client workstations for Epic electronic medical records (EMR) used by physicians.

- Communicated benefits of the new software to physicians, office managers, and hospital staff
- Tested and verified hardware and support peripherals, ensuring they meet specifications
- Wrote detail oriented technical documents outlining the deployment process

**ELECTRONIC ARTS NATC – PEOPLE 2.0, Baton Rouge, LA**

**2009**

**Quality Assurance Tester**

Provided QA for game titles through carefully monitored and controlled testing scenarios.

- Reviewed test plans, scenarios, scripts, and procedures to document software defects using the DevTest and DevTrack bug tracking system and reported defects to developers
- Tracked progress of known issues and remediation efforts
- Evaluated and recommended enterprise software for QA testing by documenting costs and features of competing business applications

**EDUCATION**

**Associate in Science (AS), Computer Science, BATON ROUGE COMMUNITY COLLEGE, Baton Rouge, LA**

**Graduated: *May 2015***