Victor Alvarez

// Continuity of Operations Planner

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> SUMMARY

Continuity of operations planner with 5 years building COOP programs for state agencies and a regional bank. Runs business impact analysis, writes continuity plans around essential functions and Federal Continuity Directive 1, and tests them with tabletop exercises and notification drills. Explains recovery priorities clearly to executives and front-line managers alike.

> SKILLS

- Continuity of Operations
- Business Impact Analysis
- Federal Continuity Directive 1
- Essential Functions
- Tabletop Exercises
- Risk Assessment
- Emergency Notification Systems
- HSEEP
- Microsoft Office
- Communication Skills

> EXPERIENCE

Continuity of Operations Planner 09/2023 - Present
Commonwealth Agency Continuity Office Richmond, VA
Central continuity office supporting state executive branch agencies.

- Maintain continuity of operations plans for **14** state agencies, covering 220 essential functions.
- Lead business impact analysis interviews with 60 division heads to set recovery time objectives.
- Run 10 tabletop exercises a year on cyberattack, pandemic and building loss scenarios.
- Test emergency notification systems quarterly, raising staff response rates from 61% to 89%.

Business Continuity Analyst 06/2021 - 08/2023
James River Savings Bank Richmond, VA
Regional bank with 48 branches.

- Updated continuity plans for 48 branches and 3 operations centers to meet FFIEC exam guidance.
- Completed risk assessment reviews for 25 critical vendors and logged gaps for remediation.
- Coordinated a work-area recovery test that moved 120 staff to an alternate site in 4 hours.
- Wrote plan templates in Microsoft Office that cut plan review time by half.

Emergency Management Intern 01/2021 - 05/2021
Henrico Valley Office of Emergency Management Richmond, VA
Spring internship with a county office.

- Collected essential function lists from 9 county departments for the COOP update.
- Organized EOC supply and contact lists before hurricane season.
- Checked the county alert roster with 300 staff and reported a 2-hour delay in callbacks.
- Drafted a COOP self-assessment checklist used by 9 department heads.

> EDUCATION

Bachelor of Arts 05/2021
Virginia Commonwealth University Richmond, VA
Homeland Security and Emergency Preparedness

> CERTIFICATES

Certified Business Continuity Professional (CBCP) 06/2023
DRI International

Continuity Excellence Series - Level I 03/2024
FEMA Emergency Management Institute