CORTNEY E. WORTHY

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ENTERPRISE LEADER IN DATA GOVERNANCE

Enterprise Leader | Head of Data Governance & Compliance | Director Data Strategy | Data Transformation Leader

Engagement Leader for Big Four | Achieved over $4M annually in DQ savings | Led $10 million reengineering effort

PMP | Privacy Solutions Engineer Certification | CDO Recommendation | C-Suite Advisor | Technical Versality & Depth

CAREER HIGHLIGHTS

- Established and led Zoom Video Communications' Data Governance Committee and Program Office; developed and refined operating model in both functional and technical aspects of data privacy, analytics, compliance, and security.

- Supported negotiations for Zoom's 2022 Data Protection Impact Assessment removing 9 high privacy risks from initial 2021 DPIA – led the development and implementation of enterprise-wide data retention and deletion policy and standards for 100+ services and microservices.

- Spearheaded a Data Standards Implementation Pilot & Framework - established to develop USCIS data standards and governance to support cross functional business groups and other internal groups.

- Developed USCIS Agency Wide CDO Data Quality Issues Framework and the FY21 Data Governance Framework – operationalizing data quality and standards testing and monitoring for 50+ systems and 200+ data elements.

- Led Department of Defense (DOD) in a $10 million reengineering effort of the technical architecture to support the development of a new data infrastructure. The platform is currently used by 20,000 staff across 42 DOD organizations.

- Achieved over $4M annually in savings by reducing duplication of effort for manual clean-up efforts – led development of an automated tool to identify duplicate USCIS records across multiple systems.

CORE COMPETENCIES

Strategic IT Planning & Leadership • Database/Reporting Design & Development • Business Intelligence • Data Privacy Data Quality • Process Improvement • Data Management Strategy • OneTrust • Collibra • Informatica • Databricks • Tableau • Qlik Hadoop • JIRA • Confluence • HDFS • Streamsets • SQL • SAS • Python

EXPERIENCE

Zoom Video Communications – Privacy & Compliance
Data Governance & Compliance Leader   2021-08 – Present

Championed the design and alignment of the Data Governance Operating Model across the enterprise. Zoom's Data Governance Committee consists of senior leadership across various teams to include Product, Engineering, Compliance, Security & Data Science. Defined and executed organizational roadmap for multi-year program for data governance, privacy and compliance.

- Identified FY23 pipeline to mitigate gaps in data governance and align enterprise data with an emphasis on maturing data governance capabilities to include Data Catalog, Data Classification, Data Access, and Data Compliance
- Lead the Data Catalog and Classification Working Group developed to mitigate gaps in data governance. Working Groups support the classification and categorization of data leading to $7M in monthly recurring revenue through expanded domestic and internal sales.
- Developed and scaled Data Governance Program office from a team of 1 to 7 data governance & compliance professionals within 8 months of hire
- Operationalized Zoom's Data Subject Requests process which manages the intake and triage of data access and deletion requests for consumers. Process supports fulfillment of approximately 5k requests monthly.
- Established Zoom's Data Stewardship Model and Privacy Engineering Training Pilot
- Lead validation and annual certification of FTC, GDPR, CCPA, ISO, Security and Data Governance controls (Data Deletion, Data Catalog, Data Classification, Data Localization)

- Lead the effort to collaborate with business & system SMEs to identify Data Owners, Data Stewards, and Data Custodians for critical data domain areas.

GreenZone Solutions Inc (USCIS)
Program Manager – Data Governance & Quality Management   04/2020– 08/2021.

- Led an agile team of 4 managers and 12 data management professionals (data architects, engineers, data scientist, business analyst, business intelligence developers, and analysts)
- Developed and operationalized USCIS Agency Wide CDO Data Quality (DQ) Issues Framework and the FY21 Data Governance Framework
- Improved processing time of applications by 25%, through project to cleanse legacy data from multiple sources.
- Led team through the development of the National Production Dataset Monitoring Program – operationalizing data quality and standards testing and monitoring (using Python and SQL via Databricks and Tableau) for agency critical data elements – 150+ data elements.
- Advised Chief Data Officer/Division Chiefs in the development of fiscal year priorities, division goals, and key performance indicators.
- Developed Collibra Implementation Roadmap for enterprise-wide delivery – Data Quality Testing & Monitoring

Deloitte & Touché
Advisory Manager – Data Management & Analytics   04/2016 – 04/2020

- Engagement lead for the Department of Defense and Department of State project accounts (ranging from $250K – $15M accounts) supporting data management and business intelligence initiatives.
- Collaborated with team to develop and assess more than 200+ data elements through the development of definitions, standards, business rules, and quality assurance activities.
- Lead teams through data migration, validation, and cleansing using multiple ETL tools such as Impala, Hadoop, Qlik, and Streamsets
- Managed cross functional teams, comprised of Database Administrators, Linguists, and Developers in a SAFE Agile environment, to deliver solutions that established and executed Data Governance standards across Visa and Passport data points.
- Collaborated with stakeholders to develop policies, procedures, controls, and supporting documentation necessary to audit the completeness and accuracy of agency data.
- Developed quarterly validation and control testing for key processes and policies in preparation of audits (ITIL, ISO)

PRIOR EXPERIENCE

Department of State (Miracle Systems LLC)
Analytics Consultant   09/2015 – 04/2016

Amtrak – Chief Strategy Office
Technology Strategy Consultant   07/2013 – 09/2015

Federal Aviation Administration
Analytics Consultant   06/2012 – 07/2013

Transportation Security Administration
Program Consultant   09/2010 – 05/2012

EDUCATION & PUBLICATIONS

- Master of Business Administration, University of Maryland
- Bachelor of Business Administration – Finance, University of Memphis
- 2023 IAPP Global Privacy Summit Speaker - *Embedding Privacy Through Engineering and Automation*
- 2023 Gartner Data & Analytics Conference Speaker - *Enabling Responsible Use of Data Through the Lifecycle*
- ISACA - Women in Technology and Leadership Conference 2023 Speaker
- Project Management Professional, (PMI) 06/2017
- Certified Data Privacy Solutions Engineer (ISACA), 12/2020
- Data Protocol – Privacy Engineering Certification
- Data Science for All, Correlation One, 09/2020 – 03/2023