



Andrew Ziegler, CBCP

Leader in Organizational Business Continuity and Risk Management

PHONE: (302) 598-8027

EMAIL: andy@temepetrisk.com

LINKEDIN: <http://www.linkedin.com/in/andrewziegler>

Major Accomplishments

- Founder of Tempest Risk Management LLC, business continuity and disaster recovery consultants.
- Managed the implementation of five global technology control standards across Barclaycard US business lines.
- Founder of the Bank of America Core Response Team dedicated to creating and executing enterprise-wide business continuity plans. This exceeded regulatory requirements, decreased response time, increased coordination, and resulted in positive public relations opportunities.
- Managed the \$9.1mm Digital Enhancements program resulting in the merging of multiple pc based and mobile sites into a single responsive design, enhanced payment rules engine, automated account activity text alerts and apple watch peek.

Professional Experience

Tempest Risk Management LLC, Wilmington, DE

January 2020 to present

Founder / Owner / President

Tempest Risk Management provides business continuity planning, management, testing and consulting services to small and mid-sized businesses throughout the United States and internationally. Clients include Delaware Art Museum, BlockZero, Utah Scientific, HistoxLabs, SBDC Delaware and many more. Tempest employs 3 part time business continuity writers, trainers, and technical disaster recovery experts.

Barclaycard US, Wilmington, DE

August 2015 to present

Barclaycard is a multinational credit card and payment services provider, and a division of Barclays plc. Barclaycard US issues credit card products for partners such as Uber, American Airlines and Apple.

Technology Control Engagement Manager

Barclaycard US representative for 5 global control standard improvement programs. Challenges included coordination among 50+ leaders to improve configuration for 300+ applications. Coordination across standards resulted in successfully coordinating configuration improvement of all 300+ in scope applications and the creation of a group-wide capacity and demand reporting structure three months ahead of schedule.

Digital Banking and Cyber Security Program Manager

When the Barclaycard US Cyber Security Program was introduced in September of 2016 I created and managed the day-to-day task list, weekly reporting, and budget. Prior to this, I managed the \$9.1mm Digital Enhancements program resulting in multiple industry leading improvements in digital customer experience. Critical to managing the program was creating a personnel billing audit process which resulted in a 50% reduction in monthly program billing.

Bank of America / MBNA America, Wilmington, DE

1995 to 2015

Digital Operations SVP, Customer Advocacy Manager

In this role, I served many functions including the digital banking representative for business recovery, customer service escalations, and customer service initiatives and improvements. In this role I also consulted with China Construction Bank on behalf of Bank of America for 2 years.

SVP, eCommerce Operational Readiness

Successfully managed a large virtual team responsible for Online and Mobile production issues, customer experience, business continuity, and operational readiness for six annual technology release occurrences. I led a multi-department team responsible for developing and implementing strategies to reduce the occurrence of customer impacting defects and errors in Online and Mobile Banking.

Education

- ❖ Bachelor of Science | Organization and Community Leadership – University of Delaware (2015)

Licenses and Certifications

- ❖ Certified Business Continuity Planner (CBCP) – (2021 – Present); Disaster Recovery Institute International (DRII)
- ❖ Leading SAFe Agilist Certification (2019 – Present)
- ❖ Response considerations during an outbreak or pandemic AWR-915-W | Dept. Homeland Sec (2020)
- ❖ Emergency Planning IS-00235.c | FEMA (2020)
- ❖ Notary Public – state of Delaware – (2018 – Present)

Professional Associations

- ❖ ACP | Vice President, Association of Continuity Professionals (Delaware chapter) (2020-present)
- ❖ DRII | Member, Disaster Recovery Institute International (2020-present)
- ❖ BCI | Associate Member, Business Continuity Institute (2020-present)
- ❖ NCCOC | Member, New Castle County Chamber of Commerce, representing Talleyville Fire Company and Tempest Risk Management (2018-present)
- ❖ Talleyville Fire Company | Board of Directors, IT Director, Active Rescue/Fire Operator (2003-present)
- ❖ DVFFA | Member, Delaware Volunteer Fire Fighters Association (2003-present)
- ❖ BSA | Assistant Scoutmaster, Boy Scouts of America, Troop 67, Wilmington, DE (2013-present)
- ❖ LECA | President, Liftwood Estates Civic Association (2018-present)

Publications and Presentations

- Speaker – Disaster Recovery Journal Conference; *Controlled Chaos – Training for Flexibility*; Virtual – 11/2020
- Speaker – SCORE Delaware; *Business Continuity Basics*; Virtual – various presentations
- Speaker – Delaware Small Business Development Center; *Business Continuity Basics*; Virtual – various presentations
- Speaker – New Castle County Chamber of Commerce; *Business Continuity Basics*; Virtual – various presentations
- Speaker – New Castle County Chamber of Commerce; *7 Cyber Sins of Small Business Owners*; Virtual – 4/2021
- Author – Disaster Recovery Journal; [*The Newest Tool in the Risk Assessment Toolbox the National Risk Index*](#); Publication - 2/2021
- Author – Risk and Resilience Hub; [*Power Loss; A Tale of Two Companies*](#); Publication - 5/2021
- Author – Risk and Resilience Hub; [*HOT WASH' Your Business to Help Recover From Covid-19*](#); Publication - 5/2021

Podcasts / Vlogs / Blogs

- ❖ Guest – Preparing for the Unexpected | [**“4 Things We Can Learn from Firefighters”**](#) – 2021
- ❖ Guest – Preparing for the Unexpected | [**“Beyond the Crisis”**](#) – 2021
- ❖ Guest – Preparing for the Unexpected | [**“The 7 cyber sins of small business owners”**](#) – 2021
- ❖ Youtube Channel | [Tempest Risk Management](#)
- ❖ Blog | [Tempest Risk Management](#)

Awards & Honors

- ❖ Entrepreneur EDGE Grant Winner – State of Delaware, New Castle County 2021
- ❖ Winner – University of Delaware Leadership and Social Responsibility Award (2014)
- ❖ Presidential Volunteerism Award (2001-2016)
- ❖ Eagle Scout – (1992)