Hands-on Information Technology and Security leader with more than 20-years of experience in the medical, manufacturing, finance and retail sectors. Responsible for large-scale initiatives, strategic planning and execution. A dedicated life-long learner, I am committed to always improving myself and strive both personally and professionally to grow and adapt to the rapidly changing demands of information technology and security. Cost-conscious, bandwidth-aware, and security-focused it is my goal as an IT and Security leader to facilitate operational functionality that is both innovative, growth-oriented, audit-compliant, secured by best practices, and sustainable at scale.

E D U C A T I O N

Bachelors of Arts, History and Political Science, minor in Literature UNIVERSITY OF SOUTH FLORIDA, Tampa, FL (2003)

Bachelor of Arts, Management Information Systems, UNIVERSITY OF SOUTH FLORIDA, Tampa, FL (2005)

SEC301: Introduction to Cyber Security, SANS INSTITUTE, Washington, DC (2017)

SEC401: Security Essentials: Network, Endpoint and Cloud, SANS INSTITUTE, Washington, DC (2018)

MGT512: Security Leadership Essentials for Managers, SANS INSTITUTE, Washington, DC (2019)

T E C H N I C A L   E X P E R T I S E

- **Platforms and Servers:** Azure, AWS, Hybrid-Cloud, Windows Server/Endpoint, PowerShell, AD/AAD, IIS, SQL, SharePoint Office 365, Windows 365 (DaaS), VMware vSphere / ESXi, Hyper-V, MacOS, Debian, Ubuntu

- **CRM / ERP:** Salesforce, Microsoft Dynamics 365, HubSpot, FinancialForce, Rootstock Cloud ERP, DELMIAWorks Manufacturing mERP (formerly IQMS), Sage200/Sage Intacct

- **Business Intelligence / Visualization:** Power BI, Tableau, Microsoft Visio

- **UCaaS**: Microsoft Teams, #Slack, Zoom, WebEx

- **Project Management:** Microsoft Project, Microsoft Planner, Trello, Azure DevOps, Jira, Confluence

- **Identity and Access Management:** Okta, Duo, LastPass, Keeper, BeyondTrust, CyberArk EPM

- **Endpoint and End-user Support:** Zendesk, Halo ITSM, Service Desk Plus, Endpoint Central, Pulseway, NinjaOne, Microsoft Intune, Kandji, Jamf, Apple Business Manager, LogMeIn, Splashtop, TeamViewer, DriveStrike, Microsoft Quick Assist

- **Security:** Palo Alto Enterprise Firewalls, Cisco ASA, Barracuda NextGen / CloudGen, SonicWall Next-Gen, XDR, SOAR, LogRythym, Qualys, LogicMonitor, SonarQube

- **Networking:** Cisco/Meraki, HP ProCurve, Ubiquity UniFi, SonicWall SonicWave, Cisco Umbrella, DNSFilter, DYN Dynamic DNS, Cloud Radius, SD-WAN, Metro-Ethernet

- **Contact Center and VoIP:** Mitel MiCloud Connect Contact Center, Cisco Unified Communications Manager, Microsoft Teams Phone, 3CX, Talkdesk Cloud Contact Center, Twilio, Nextiva

- **Disaster Planning and Recovery**: Veeam, CrashPlan, Macrium Reflect, Veritas Backup Exec

- **Web and Creative**: Adobe Creative Cloud, WordPress, Apache, NGINX, PHP, MySQL

C O M P L I A N C E   E X P E R T I S E

- **Frameworks:** HITRUST CSF, HIPAA, URAC, NCQA, SOC2 Type-2, ISO27001, PCI, Sarbanes Oxley (SOX)

PROFESSIONAL EXPERIENCE

OncoHealth, Atlanta, GA   2019-Present

Senior Director, IT Operations and Information Security – Reports to CFO
- Manage the overall IT organization (Operations, Networking, DevOps and InfoSec)
- Named Information Security officer responsible for adherence to, and timely remediation of all security incidents
- Developed and improved IT standards and policies, focused on improved infrastructure and compliance
- Developed and ensured appropriate governance, prioritization, and utilization of annual IT investments ($6MM)
- Develop strategic multi-year compliance maturation roadmap aligned to the HITRUST CSF, URAC and NCQA
- Developed strategic multi-year roadmap (3-years) for IT Operations and InfoSec modernization
  - Upgraded Office 365 to E3 licensure across enterprise
  - Implemented ITIL aligned ITSM platform (HaloITSM)
  - Managed Shared Services infrastructure cloud Migration (Azure)
  - Implemented MSSP for SOC Monitoring and alerting (24/7/365)
  - Managed branch relocations to Class-A office spaces in both Ft Lauderdale, Boston and San Juan
  - Managed migration of LogRythym from internal Azure tenant to MSSP shared tenant
  - Implemented Meraki Cloud Wi-Fi with integrated Cloud Radius Authentication (Secure W2)
  - Upgraded legacy phone system and contact center to cloud based solution (3CX)
  - Established annual PEN testing and independent code review (Netitude/Atredis)
  - Attained 2021 HITRUST CSF validation with only one corrective action
  - Implemented MDM solution for corporate and BYOD mobile devices (Microsoft Intune)
  - Implemented cloud managed RMM/3PP platform for Endpoints and Servers (NinjaOne)
  - Implemented cloud managed MDM platform for MacOS (Kandji/ABM)
  - Implemented annual and quarterly targeted security training and corresponding Security Review (QSR)
  - Implemented random quarterly simulated phishing and smishing campaigns (KnowBe4)
  - Successful Post-Covid-19 realignment of Class-A corporate HQ office-space in Atlanta, GA
  - Implementing omni platform privilege management solution (BeyondTrust)
  - Implementing Dynamics 365 integration with telehealth mobile application and contact center
  - Implementing cloud-managed upgrade of switching infrastructure (Cisco Meraki)
- Build/Maintain relationships with other leaders, business executives and board of directors to develop a clear understanding of business needs and then provide IT solutions that drive efficiency of operations
- Served as the primary point of contact for all vendors to ensure proper escalation and execution of strategic goals
- Research, acquire, design, implement & maintain processes and capabilities in support data factory at scale

Innovative Product Achievements (IPA), Atlanta, GA   2016 – 2019

Director, Information Technology and Cybersecurity – Reported to CFO
- Managed the overall IT organization (Operations, Networking, DevOps and InfoSec)
- Named Information Security officer responsible for adherence to, and timely remediation of all security incidents
- Developed and ensured appropriate governance, prioritization, and utilization of annual IT investments ($4MM)
- Developed strategic multi-year roadmaps (3-year) for IT Operations and InfoSec modernization
  - Implemented Office 365 E3 across enterprise
  - Migrated on-prem Exchange to Office 365
  - Implemented ITIL aligned ITSM platform (Zendesk)
  - Implemented MDM solution for corporate and BYOD mobile devices (Microsoft Intune)
  - Modernized switching and wireless infrastructure with managed enterprise devices (Cisco/UniFi)
  - Managed Shared Services infrastructure cloud Migration (AWS)
  - Managed ERP/CRM implementation of Salesforce and Rootstock
  - Implemented cloud managed RMM/3PP platform for Endpoints and Servers (Pulseway)
  - Managed office and datacenter relocation to new construction office and manufacturing facility
  - Implemented MSSP for SOC Monitoring and alerting (24/7/365)
  - Upgraded legacy phone system and contact center to cloud based solution (Mitel/MiCloud)
  - Implemented annual and quarterly targeted security training (KnowBe4)
  - Implemented random quarterly simulated phishing campaigns (KnowBe4)
  - Implemented privilege management solution (CyberArk EPM)
- Managed SOX, NIST and PCI compliance to align with Roper (ROP) corporate standards and requirements
- Served as the primary point of contact for all vendors to ensure proper escalation and execution of strategic goals

Seaway Plastics Engineering, Tampa, FL   2013 – 2016

Manager, Information Technology – Reported to CTO
- Managed the overall IT organization, security operations, vendor relationships and technologies
- Developed and ensured appropriate governance, prioritization, and utilization of annual IT investments ($2MM)
- Developed strategic three-year roadmap for IT Operations and InfoSec modernization
    - Implemented Office 365 E3 across enterprise
    - Migrated on-prem Exchange to Office 365 cloud hosted exchange
    - Implemented comprehensive ITSM service platform (ServiceDesk Plus)
    - Implemented remote endpoint support, reducing staffing and increasing support efficiencies (LogMeIn)
    - Established annualized PEN testing and independent application code review (SecureWorks)
    - Implemented DevOps model to better align internal dev and IT support operations team
    - Managed migration of corporate HQ, business operations and datacenter to new construction
    - Managed company migration from Toolbase to industry specefic IQMS mERP
    - Implemented Metro Ethernet and SD-WAN to facilitate network integration of corporate acquisitions
    - Managed CRM implementation of Salesforce for business operations group
    - Implemented cloud-based accounting and inventory management system (Sage200/Intacct)
    - Implemented Android wireless handheld warehousing inventory and logistics solution
- Developed and improved IT standards and policies, ensured infrastructure compliance
- Managed IS027001 and PCI compliance to align with Federal and DOD manufacturing requirements
- Served as the primary point of contact for all vendors to ensure proper escalation and execution of strategic goals
- Fostered broad company focus on modernization through targeted information technology and security strategy
- Reduced IT operating costs by upwards of 37% through automation, standardization and centralization of support

NMC Healthcare, Tampa, FL   2008 – 2013

Manager, Information Technology– Reported to CFO
- Managed the overall IT organization, security operations, vendor relationships and technologies
- Developed strategic five-year roadmap for IT Operations and InfoSec alignment
    - Migrated organizational email from POP3 to on-prem Exchange
    - Established on-prem directory service and identity management (Active Directory)
    - Implemented centralized server tape-backup solution (Veritas Backup Exec)
    - Centralized corporate datacenter, modernizing servers, network and telecommunications infrastructure
    - Established DRP/BCP with monthly backup testing and annualized DRP review
    - Managed the build-out of 4 Ambulatory Surgical Centers and 6 multi-specialty orthopedics practices.
    - Established service-oriented support culture, via change-management and service desk (OSTicket)
    - Implemented cloud hosted electronic medical records platform (EMR) (SimplePractice)
    - Implemented cloud hosted ASC charting and management solution with EMR interoperability (Amkai)
    - Implemented cloud hosted e-prescription platform (SureScripts)
    - Implemented centralized on-prem PACS solution, servicing all branches and ASCs (Philips Vue)
    - Managed comprehensive security upgrades centered around SonicWall firewalls and VPN
    - Implemented secured mesh WIFI across all branches and ASCs (SonicPoint)
    - Upgraded legacy phone systems from analog PBX to unified BCM with SIP trunking (Nortel/Avaya)
    - Implemented geographically redundant datacenter with failover architecture to better align with BCP
- Managed HIPAA compliance to align with state and federal medical operating requirements
- Served as the primary point of contact for all vendors to ensure proper escalation and execution of strategic goals
- Fostered broad company focus on modernization through targeted information technology and security strategy
- Reduced IT operating costs through automation, and the mix of both FTE and contractor talent where appropriate.

The Talbots Inc, Tampa, FL   2001 – 2008

Systems Analyst – Reported to Director, Point of Sale Systems

- Worked with corporate IT and the enterprise support teams to develop and implement new more secure point of sale solutions inclusive of payment processing, inventory control and emerging secure wireless opportunities
- Part of a team that built and managed the early adoption of a secured wireless retail network, significantly improving the efficiency of store operations, logistics and retail customer service scoring
- Accountable for the translation of business requirements into system requirements, design specifications and the comprehensive documentation of new and/or existing application requirements.
- Ensured that new or existing systems met business requirements and practices and that all application interface issues/concerns were understood, documented appropriately and addressed satisfactorily
- Responsible for managing all aspects of the SDM including but not limited to status updates, definition and tracking of project milestones, system design, and tracking of financial deliverables including capital labor
- Actively participated in the Request for Proposal (RFP) process for software purchases, evaluating the results and providing recommendations to upper management and business leaders across the vertical
- Successfully delivered results by coaching and mentoring new team members and fostered key relationships with both technology and business organizational units
- Assisted the project team with unit testing. Developing system test plans and to successfully fully test production ready systems prior to implementation
- Served as a tier-3 service desk escalation point for the point-of-sale systems support team

Bloomin' Brands, Tampa, FL   2001 – 2001

Information Technology and Systems Support, Intern

Southern Trust Mortgage, Tampa, FL   2000 – 2000

Junior Systems Administrator, 12-Month, Part-Time Contract

JCPenney Credit Services, Tampa, FL   1999 – 2000

Desktop Support Technician, Part-Time

Publix Supermarkets, Inc, Tampa, FL   1997 – 1999

Cashier / Front-Office, Part-Time

P R O F E S S I O N A L   D E V E L O P M E N T

Microsoft Certified Systems Engineer (MCSE) (2001)
GIAC Information Security Fundamentals (GISF) Certified (2017)
GIAC Security Essentials (GSEC) Certified (2018)
GIAC Security Leadership (GSLC) Certified (2019)
Certified Information Security Manager (CISM) (Q3 2022)
ITIL® 4 Foundation (Q4 2022)
PMP Certification (Planned 2023)

C O N T A C T   I N F O R M A T I O N

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