

Professional Summary:

- Information Technology Security Professional with more than 25 years of successfully designing, implementing and managing IT Security Solutions involving Security Operations, Security and Risk Management, Asset Security, Network Security, and Identity & Access Management (IAM). A hands-on leader and business professional that excels in delivering technical solutions that can reduce the Total Cost of Ownership (TCO) and yield a high Return on Investment (ROI), while keeping the Organization secure.
- Proven Leadership Ability. Optimistic, yet realistic, leader with an entrepreneurial attitude and sense of ownership across all assigned areas. Highly effective management style that promotes a shared vision and positive working relationships. Proven ability to recruit, motivate, and develop a superior staff.
- Change Agent and Able Strategist. Exceptional ability to resolve complex business challenges and attain peak levels of performance. Track record of identifying core business problems and setting strategic direction based on technical competencies of the organization and opportunities.
- Proven Large-Scale IT Management Skills. Successfully designed and deployed world-class IT operations and solutions that are known for their reliability, security and excellence in customer service. Frequently recognized for delivering high-quality solutions early and at significantly less cost than budgeted.

Areas of Expertise:

IT Operational Excellence – Continuous Process Improvement – IT Strategy – Technology Roadmap & Planning – Project Management

Global Service Deployment – Messaging – Disaster Recovery – Mobile Messaging – Enterprise Architecture – SLA Management – MSCE Azure

Problem Solving – Change Management – Security – Identity & Access Management – P&L Management – Process Automation

Dispersed Team Leadership – Client Relations – CISSP – ITIL – Incident Escalation – Vendor Management – Business Continuity – O365

Skills and Capabilities:

- Implementing a structured approach to developing and maintaining a strategic plan that aligns the changes in technology and the increasing demands of the business.
- Knowledge of Industry standards: USDoD, NIST, ISO, PCI DSS, and CSIS, that create and govern Policies and Initiatives to secure infrastructure, systems, and data.
- Technical background with the ability to thoroughly design, develop and document Systems Architecture.
- Ensuring all critical systems operate efficiently, safely, and meets or exceeds Service Level Agreements (SLA) and industry best practices.
- Advocating for the organization's IT vision via regular written and in-person communications with the senior management team, department heads, and end users.
- Supporting internal and external customer issues resulting in a timely resolution and outcome.

Education and Professional Development:

- Bachelor of Arts and Sciences with Departmental Honors. Indiana University at Bloomington, IN, 2011.
Honors in English Literature with Comparative Literature & History Minors; Journalism Certificate
- Diploma, School of English. University of Kent at Canterbury, UK, 2010
English & American Literature

Professional Experience

Venteon
Information Security Architect

9/2018-Present

Responsibilities:

- Providing Security Architect Services to Detroit based utility company in the Identity and Access Management realm.
- Design security architecture elements to mitigate threats as they emerge
- Create solutions that balance business requirements with information and cyber security requirements
- Developing Maintenance and Support Processes for New Security Initiatives
- Create Technical Requirements Documents, Technical Design Documents, and Standard Work Instructions as necessary

**Federal Mogul – Motorparts
Sr. It Manager-Microsoft Technology Tower****3/2018-9/2018****Responsibilities:**

Managing all day to day IT delivery and operational support activities within the Federal Mogul Motor Parts IT Microsoft Tower, including data center operations and contracted cloud services, as well as Microsoft Office 365 and Azure Cloud Services.

Major Achievements:

- Adviser on the Cloud Adoption/Governance Team that developed and documented the governance and processes to utilize Azure Computing for DevOps and Production Services, as well as Office 365 Applications.
- Lead project to migrate 15,000+ mailboxes from Exchange 2007 to Microsoft Office 365.

**Ael Span (Supply Chain Logistical Shipping)
Sr. Infrastructure Manager****8/2016-3/2018****Responsibilities:**

Responsible for managing and supporting all IT Infrastructure, for Office & Warehouse personnel, including: End User Compute (Active Directory, PCs, Printers, PDAs, Scanners, Scanner Guns, etc.), Network (Routers, Switches, Wi-Fi Access Points, etc.), Servers (On-Premise & Cloud) and Azure Cloud Services. Including using Azure as our Company Data Center.

Major Achievements:

- Engineered and Successfully implemented a complete Infrastructure Separation (Network, End User Compute, On/Off Premise Compute) for 5 Warehouses and Headquarters in less than 75 days.
- Implemented ITSM Solution that includes Help Desk, Change Control, Asset Management (IMDB) and Self-Service Portal for Password resets in 2 months.
- Designed and led the migration from legacy pop3/imp mail solution to Microsoft Office 365.

**Hewlett Packard Enterprise
Global Delivery Manager – End User Compute – Infrastructure – Security****2007-2016****Responsibilities:**

Butterfield Bank, Vale, Ally Bank, and General Motors Finance – Provided tactical and strategic direction for End User Compute and Hosted Infrastructure services, as well as technical/project management, and operational expertise to optimize delivery, security, and performance. Led 52-direct reports that were geographically dispersed (8 countries) with responsibility for Wintel, Active Directory, Unix, VMWare, DBA, Middleware, Messaging, Network, Security, Virus/Malware Protection, Storage/BUR, Identity & Access Management, Citrix, VDI, Print, Help Desk, VDI, Data Center and Mainframe.

Major Achievements:

- Responsible for reviewing, sustaining, enforcing, and monitoring of operational policies and procedures governing security.
- Responsible for the architecture and implementation of a SIEM solution, a Vulnerability Management solution and a Compliance Monitoring system to improve security and reporting.
- Led SOC and responsible for mitigating and reporting on Security Incidents
- Oversaw the successful completion of Quarterly Disaster Recovery and Business Continuity Test/Reviews.
- Directed and improved Help Desk Performance which resulted in increasing our First Contact Resolution Rate, decreasing User Wait Time and lowering both our Outstanding Ticket Queue and Resolution Time, returning the Help Desk back to Green across the board.
- Oversaw the replacement of Remedy with ServiceNow utilizing Customer Service, Incident/Problem Management, Change Management, Asset Management, Service Catalog, Event Management, Knowledge Management and CMDB Modules
- Led IT aspect of \$10M effort to divide GMAC into 2 companies, requiring separating networks, servers, and all IT services.
- Key contributor in early renewal of existing services for another 5 years representing \$75M, developing a solution that met client's savings objectives and preventing account from going to RFP.
- Managed the successful refresh of more than 1100 Windows Servers in over 20 Countries globally in 18 Months.
- Successfully directed the project to consolidate Butterfield's Data Centers in Calgary and Ottawa into a state-of-the-art Data Center in Toronto, complete with Cloud Based Disaster Recovery.
- Successfully led the Data Center Transition from an aging Data Center in Pontiac to a newer Data Center in Auburn Hills.
- Member for Architect Team that designed migration of over 50,000 Lotus Notes Mailboxes to Microsoft's Business Productivity Online Suite (BPOS). O365 is sometimes considered BPOS v2.

**Electronic Data Systems
Senior Systems Engineer****1991-2007****Responsibilities:**

General Motors Acceptance Company - Supervised 10-person team charged with supporting all aspects of IT branch operations, including software/hardware installation, system upgrades, site moves and the development of Branch DR Plans including a Rapid Response Team.

**American Yazaki Corporation
Computer Operations Supervisor****1988-1991****Responsibilities:**

Hands on leader for Network, End User Compute, and Data Center Operations. Supervised 12-person 24x7 team charged with supporting all aspects of Computer IT Operations for Major Automotive Supplier. Systems included Netware, Windows, MAI Basic4, Warehousing, Accounting, EDI for JIT, and Inventory Management.