HENRY CHOLAKYAN

Los Angeles, CA | (818) 800-1919 | henry@cholakyan.com
https://www.linkedin.com/in/henrycholakyan/ | www.cholakyan.com

Information Security | Cloud Network Infrastructure | IT Project Management

Value Focused, Analytical, result-driven, and multi-disciplined IT Management Professional with nearly two-decades worth of core experiences focusing on Information Security, IT Project Management, Network Infrastructure Administration, and IT Operations Management. Focused on continuous improvement, business process optimization and automation, and deploying innovative solutions to ensure IT service delivery aligns with business strategy to support organizational goals.

Core Competencies:

• Information / Cyber Security	• Systems & Network Administration	• GDPR, CCPA, PIPEDA, Consent Act
• NIST SP 800 / ISO 2700	• SIEM Implementation & Management	• Virtual Desktop Infrastructure (VDI)
• Cloud Network Infrastructure	• Business Continuity/Disaster Recovery	• Cyber Security Risk Assessment
• VOIP Solutions	• PCI-DSS, SOX, HIPPA, SB1386	• Negotiations
• Patch Management	• Network Infrastructure Implementation	• Backup, Archive Recovery

Work Experience

Micro Computer Network, Los Angeles, CA
IT PROJECT MANAGER AND INFORMATION PRIVACY & SECURITY CONSULTANT, 6/2017-Present

- Implementing advanced malware, patch management, and host-based firewalls on client network workstations and utilize advanced Unified Threat Management (UTM) devices to provide cost-efficient services ranging from the firewall, SIEM, VPN, IDP, Content Filtering, Load Balancing, and data loss prevention (DLP).
- Analyzing data security controls to identify weaknesses, and design strategies to address gaps and non-compliance for multiple projects. Leveraging NIST SP 800 publications, PCI DSS, ISO/IEC 27002:2013 standards and techniques as a basis for risk management assessment.
- Performing penetration testing for the wireless network (WiFi) to access and mitigate network vulnerabilities.
- Examining Disaster Recovery and Business Continuity plans and addressed short- and long-term critical business requirements following ISO 22301:2012: security business continuity management systems requirements.
- Assessing and configuring company technology systems in utilizing NIST National Vulnerability Database Security Configuration Checklists/Baselines, and vendor-specific (CISCO, Microsoft) best practices for data security.
- Evaluating technologies, processes, and vendors, and selected superior services and products. Assessing SOW, SLA and service contracts and derived the best value proposition.
- Introducing technology solutions to meet functional needs for customer environments, including physical to virtual server migrations, cloud-based solutions (MS Azure & AWS), backup and disaster recovery services, and software applications.
- Serving as a trusted advisor to key partners by aligning business strategies with technical solutions by mitigating risk and by conducting best-practice evaluations and data oversight.
- Delivering managed IT Services by utilizing 24/7 NOC Services, RMM, AWS, Office 365, 24/7 Help Desk Support, SharePoint, OneDrive, Skype for Business, and MS Azure Active Directory to monitor and manage client network environment.
- Reducing cost by redesigning business processes and assisting customers to maintain high availability IT infrastructure.
- Collaborating with customers to plan technology roadmaps, information security operations, and engaging with vendors to redesign VoIP solutions.

National Financial Partners, INC. (Total Financial & Insurance Services), Los Angeles, CA
INFORMATION TECHNOLOGY DIRECTOR, NETWORK INFRASTRUCTURE, IT PROJECT MANAGER   1/2007 – 5/2017

- Eliminated network and data security risks by implementing reliable multi-layered IT security infrastructure using UTM Firewalls, IDP, Gateway Malware Scans, Endpoint Security, SIEM, Web Content Filtering, and patch management tools.
- Increased technology project buy-in rate by 70% by promoting visibility with KANBAN board, information radiator, presentations, and progress reports.
- Addressed technology limitations and alluded to technology improvements through technology research. Writing, sharing, and presenting progress reports for all information technology projects to all stakeholders and board members.
- Minimized IT services downtime by 45% through proactive monitoring of local area network communication links, equipment, workstations, firewall logs, internal and external security breaches, intrusions, and suspicious incidents within data centers and took immediate corrective action accordingly.

- Improved and managed IT infrastructure including Network LAN, WAN, MPLS Data Network, Data Centers, Disaster Recovery facilities, ERP applications, telecommunications, various third-party applications including CRM, Internal reporting, database management, and IT help desk.
- Optimized IT service processes by through effective system design, administration and maintenance of Active Directory™, Group Policy Objects (GPO), Office 365, One-Drive, Skype for Business, SharePoint, SQL Server 2016, Windows Server, PowerShell, MS Azure Active Directory, Organizational Units (OU), DNS, DHCP, DFS, File and Folder Shares, Cloud-Shared Services and implementing security policies.
- Collaborated in designing and maintaining mission-critical email solution for 4,000 users with 180 primary domains.
- Decreased energy, maintenance, and hardware costs by reducing data center footprint through cloud hosting, server virtualization, dockers, and containers.
- Increased productivity by 50% and substantially reduced printing, logistics, and document management costs by leading a project comprised of a cross-functional team of CFO, VP of Underwriting, and department managers to assess and deploy personalized scanning and printing solutions using Canon MFP 9070 and eCopy Server.
- Saved an estimated $85K annually on telecom costs and operations, and increased internet bandwidth by switching services providers, and upgrading legacy phone system from 1987 to a modernized VOIP and Fax system eliminating two servers and software licensing costs. Collaborated with FCC legal counsel to ensure previous telecom service provider complied with the Local Number Portability Act and successfully transferred requested DIDs to the new Telco PRI.
- Managed all IT partner and supplier relationships, negotiated related contracts, and created an annual IT business plan and budget ($1M+) reflective of corporate and business unit initiatives.
- Contributed to management documentation amendments associated with regulatory compliance and enterprise IT security and operational policies and procedures.
- Passed several annual PCAOB IT Audits conducted by the internal audit committee with minimal comments or questions.
- Introduced, organized, planned, and directed an enterprise resource planning (ERP) systems migration project from locally hosted Oracle ERP to a customized cloud-based ERP system and integrating multiple departments (underwriting, marketing, commissions, licensing/contracting and policy owner services), and realized annual savings of $300K within a year.

BitMAX, Inc. – Los Angeles, CA
SENIOR SYSTEMS ENGINEER | IT PROJECT MANAGER   05/2006-12/2006
- Overhauled enterprise server-farm architecture and data center with HP Blade Servers across three locations to ensure high-availability and scalability.
- Meet system administration requirements by administering Active Directory™ related services, including Organizational Units (OU), Domain Naming System (DNS), Domain Host Configuration Protocol (DHCP), and Distributed File System (DFS).
- Improved e-mail service security by 75% with e-mail gateway tools.
- Upgraded LAN/WAN/DMZ/VPN and network wiring infrastructure for increased security and operational reliability.

Earlier Work Experience

National Financial Partners (Total Financial & Insurance Services), Los Angeles, CA
IT CONSULTANT AND PROJECT MANAGER, NETWORK AND SYSTEMS ENGINEER   01/2005-04/2006

Health Line Clinical Laboratories, Inc. Burbank, CA
LEAD NETWORK OPERATIONS ENGINEER, IT PROJECT MANAGER   09/2000 – 12/2004

Education

California State University, Los Angeles
Bachelor of Science in Computer Information Systems (BSCIS), Major: Information Systems
Bachelor of Science in Business Administration (BSBA), Major: Accounting, Minor: Economics

Certificates

ITIL 4®	**July 2019**
Certified Information Systems Security Professional (CISSP®)	**In Progress**
Project Management Professional (PMP®)	**In Progress**
Berkeley Negotiation Accelerator: UC Berkeley Extension, Berkeley, CA	**Apr 2016**
Master Certificate: Internet Marketing, University of San Francisco, CA	**May 2010**

Microsoft – MCITP: Enterprise & Server Security Administrator, Database Administrator, **MCSE & MCSA:** Security/Messaging
CompTIA – Security+, Network+, Server+, i-Net+, A+

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Additional Information

- Interests: CCPA, GDPR, NIST SP800, COBIT 5, Ethics, Privacy, ISO 27000, ISMS, ITIL 4, ITSM, Cyber Security Audits, Leadership, Strategic Corporate Communications, Communicating Strategy and Change in Work Settings, Human Communications: Attitudes, Values, and Behavior, Dog Training, Travel, Wine and Food Pairing.
- Fluent in Armenian and Russian

Technical Proficiencies

Cyber Security and Information Security: Kali Linux, Stenography, SIEM: Splunk, Fire Eye, Symantec EDR
Operating Systems: Microsoft® Windows™ Server, Windows, Red Hat Linux, Unix, Apple OSX, IOS, Android
Enterprise Resource Planning: SAP, EBIX, PeopleSoft 8.0 - (PIA), Lucid Charts, SmartSheet, SalesForce
Project Management: Asana, Atlassian tools Jira, Microsoft Project, Basecamp, Zoho Projects, Slack, Trello, Lucid Chart,
Programming & Scripting: VB, ASP, JavaScript, HTML, CSS, WordPress, Drupal SQL, VBScript, Perl, Bash
Virtualization: VMware vSphere, VMWare Workstation, VMware Server, VMware ESX Server, Microsoft Virtual Server, Hyper-V, Microsoft Virtual PC, Oracle Virtual Box, Citrix Xen, QEMU, Dockers & Containers
Systems Monitoring Tools: Continuum, Kaseya, Microsoft Systems Center Configurations Manager (SCCM), Microsoft Systems Center Operations Manager (SCOM), Wireshark Network Traffic Analyzer
Cloud Computing: Microsoft Azure, Amazon Web Services (AWS), Rackspace, Office 365
Backup/Storage: HP MSA, AWS Backup, Dell PowerVault, Symantec Backup Exec, Veeam, iDrive, Mozzy, Datto
Applications: Microsoft Visio, Microsoft Office Suite: MS Outlook, Word, Excel, PowerPoint, OneNote, Evernote, Adobe Acrobat, EBIX CRM
Printers: Canon MFP 9070 with eCopy Server, HP LaserJet Printers, Zebra, Dymo
Unified Communications, and VOIP Systems: RingCentral, Intermedia, Twilio, Nextiva, 3CX, Skype for Business.
Protocols and Standards: Fibre Channel, InfiniBand, Lossless Ethernet, Switched Fabric, Ethernet Fabric, Polymer Optical Fibers (POF), Media Oriented System Transports (MOST) Fibre Channel over Ethernet (FCoE), Storage Area Network (SAN), Wavelength-division multiplexing (WDM), Network Attached Storage (NAS), File Transfer Protocol (FTP), Trivial File Transfer Protocol (TFTP), Domain Naming System (DNS), Berkeley Internet Name Domain (BIND), Domain Host Configuration Protocol (DHCP), Windows Internet Naming Domain (WINS), Simple Mail Transfer Protocol (SMTP), Simple Network Management Protocol (SNMP), Secure Socket Layer (SSL), Hypertext Transfer Protocol (HTTP), Transmission Control Protocol (TCP/IP), Virtual Local Area Network (VLAN), Telnet, Remote Desktop Protocol (RDP), Integrated Services Digital Network (ISDN), Frame Relay, 802.3 Ethernet, 802.11 a/b/g/n/ac/ad,