



# David Haynes

Information Security Officer

## 👤 Profile

Dynamic Information Security Officer with over 8 years of experience in developing and managing comprehensive security programs for cloud-based SaaS organizations. Expertise in governance, risk management, and compliance (GRC), along with a strong emphasis on cloud security and identity access management. Proven ability to collaborate effectively across departments, enhancing internal controls and addressing modern security threats while navigating the complexities of remote work and diverse regulatory environments. Committed to fostering a culture of security awareness and continuous improvement within organizations.

## 📁 Relevant Employment History

### Information Security Officer at Augmentt Technologies, Ottawa

August 2020 — Present

- Assist with the design, implementation, maintenance, and improve programs to address key company risks and prepare for independent assessments primarily aimed at SOC 2
- Continuous Improvement of internal controls for systems, processes, and policies
- Facilitate ongoing risk and compliance initiatives and monitor control effectiveness
- Collaborate with internal teams and external auditors throughout compliance assessments
- Identify opportunities impacting the Compliance function and establish the strategy and cross-functional alignment to achieve these objectives
- Conduct gap assessments to identify areas of non-compliance or areas for improvement, and develop action plans to address these gaps
- Provide guidance to management on the impact of laws and regulations and recommend changes in business practices where necessary

### Owner/COO at Fullmoon Physio Therapy, Courtenay BC

August 2020 — Present

In 2020 my wife and I started Fullmoon Physio Therapy a multi disciplinary physiotherapy clinic providing pre and postnatal healthcare to North Vancouver Island. Taking the role of COO I am responsible for the management of our infrastructure, networking and secure management of our Google Work Space. Building a range of security policies and enforcement plans to help protect our infrastructure and endpoints while not over burdening our team with hops to overcome.

## Details

Cumberland BC

Canada

250-886-9984

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## Skills

GRC

IAM

Communication

Policy Development

Cloud Security

Webinars

## **Partner Success Manager at Zau Software, Vancouver**

May 2018 — August 2020

- Triage our Tier 2 queue, made up of technical questions and problems often related to our integration's, APIs, and software bugs
- Troubleshoot and test API issues
- Be able to troubleshoot issues with Google Analytics and assist clients with setting up their integration
- Work with our Payment Gateway partners to ensure the integration is always up to date and working correctly
- Investigate, identify, and document software bugs by using Dev Tools, Postman & other tools available to you
- Create and document processes and policies for Tier 2 Support operations to help provide solutions and better equip our customer facing teams to handle common technical issues
- Translate technical challenges and investigation results into resources that both customer facing teams and customers can easily understand
- Be involved in the testing of new features as they are released and work closely with our Product team
- Liaise directly with Software Engineers on new bugs surfaced through customer reports after conducting initial testing on your own
- Work closely with customers, as well as the Product and Customer Success teams to understand and scope new development opportunities and feature requests
- Communicate with both customers and prospects as a Technical Expert to verify compatibility of system requirements with Zau, discussing possible solutions and implementation methods

## **IT Helpdesk at Contact Canada, Victoria**

July 2011 — October 2015

Taking ownership of the IT systems for a publishing company with distributed offices across multiple time-zones.

Provisioning accounts for various systems:

- Office 365
- Adobe Suite
- Quick-books

Maintenance of security patches and updates for all IT systems:

- Laptops
- Desktops
- Printers
- Routers & Network Equipment

Implemented an onsite and offsite backup strategy for daily backups for distributed workforce

## Education

### **CISSP, ICS2, Florida**

October 2022 — June 2023

CISSP Certification through the ISC2 training program and the ISC2 exam

### **Web Development, Lighthouse Labs, Vancouver**

February 2018 — April 2018

A fullstack web development bootcamp that covered the fundamentals of modern software development.

### **Bachelor of Business Administration, Camosun College, Victoria BC**

September 2011 — July 2015

Marketing Major