FERNANDO QUEZADA

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Professional Summary

Accomplished Cyber & IT Risk Manager with extensive experience in cybersecurity, IT/OT governance, and risk management across multiple industries. Holds a strong track record in developing robust security frameworks and enhancing compliance with IT policies and procedures. Successfully improved a major bank's risk identification and management framework, reducing IT incidents by 30%. Holds multiple certifications, including ISO 31000 and ISO 22301, underscoring expertise in risk management and compliance standards.

Skills

- ✓ Cybersecurity Assessment
- ✓ IT Governance
- ✓ Information Security Management Systems (ISMS)
- ✓ Data Privacy and Protection
- ✓ Network Security Protocols
- ✓ Incident Response
- ✓ Business Continuity Planning
- ✓ Problem Solving
- ✓ Strategic Planning
- ✓ Team Collaboration
- ✓ Critical Thinking

Technical Skills & Tools

Mobile Application Development | ISO 27001 Compliance | Vulnerability Assessment Tools | Penetration Testing

Work History

Co-founder & CISO | June 2025 – Present
SmartQueue, Canada

- Developed sales strategies that align with SmartQueue's go-to-market and revenue goals.
- Define and execute SmartQueue's security framework to ensure compliance with Canadian and global standards (PIPEDA, GDPR, SOC 2).
- Built and enforced policies for data privacy, risk management, and audit readiness.
- Oversaw cloud infrastructure security and established best practices for secure deployment (AWS, Azure).
- Ensured SmartQueue's AI platform integrates security and compliance features (audit trails, access control, multilingual compliance checks).
- Collaborated with the CTO to align product architecture with regulatory requirements.

Cyber & IT Risk Manager | May 2023 - September 2024
Scotiabank, Canada

- Directed risk oversight by assessing and challenging key risk assessments executed by the First Line of Defense.
- Formulated opinions on the completeness and effectiveness of new initiative risk assessments at the bank.
- Established and refined an overarching cyber risk management framework to minimize IT incidents and enhance system resilience.
- Advocated for cyber risk perspectives during board preparations, contributing to informed decision-making.
- Implemented comprehensive IT risk mitigation strategies, significantly improving the compliance rate of IT policies and reducing operational costs.

IT Risk Intern | May 2022 - August 2022
IGM Financial, Canada

- Spearheaded the design, management, implementation, and monitoring of the IT Risk and Compliance program.
- Enhanced IT Risk and Control governance through continual development and monitoring, aligning practices with industry standards and regulatory requirements.
- Conducted detailed risk assessments across various processes and third parties, providing risk alignment insights.
- Delivered technology risk advice to key stakeholders, fostering strategic approaches to problem resolution.
- Collaborated effectively across teams to prioritize customer needs and support expectations, driving improvements in customer-centric risk handling.

Risk Management Analyst - Co-op | January 2022 - April 2022
Informatica Corporation, Canada
- Identified and mitigated potential risks impacting the confidentiality, integrity, and availability of IT systems.
- Developed and implemented an IT Risk Management Process tailored to corporate objectives and values, significantly changing IT risk culture and strengthening controls.
- Executed control assurance evaluations for information processing environments, enhancing system reliability.
- Pioneered the implementation of a business continuity management system, streamlining processes and ensuring organizational resilience.
- Fostered internal collaborations to align and partner on global risk management strategies, reinforcing stakeholder relationships across the company.

Cyber Specialist Senior Consultant | June 2015 - May 2021
Deloitte, Ecuador
- Led projects focused on Threat Intelligence & Threat Hunting for OT, Asset Discovery & Network Visibility for OT, Incident Response & Forensics for OT, Security Patching & Vulnerability Management in OT, Compliance & Regulatory Adherence, Red Team & Penetration Testing for OT.
- Conducted extensive assessments of information security and cybersecurity risks, advancing security protocols within organizational networks and applications.
- Led projects focused on penetration testing, vulnerability assessments, and the development of security tools.
- Established and implemented action plans for IT security, significantly enhancing compliance.
- Developed a robust cybersecurity framework in compliance with ISO 27001 standards, which elevated the organization's overall security posture by 35%.
- Created and executed a comprehensive security training program, reducing security-related human errors by 50%.

Senior Consultant | June 2013 - June 2015
Deloitte, Ecuador
- Designed and tested information security controls (including policies and procedures) and IT general controls, business process systems, and financial application controls to support third-party assurance and opinion services.
- Coordinated and followed up on the operational, organizational, logistical, and administrative work of the IT Risk and Compliance program, business process systems, and financial application controls to support third-party assurance and opinion services.
- Planned, managed and executed projects related with Information Security, Risk Management, IT Security, Business Continuity Management and Systems Audit in industries such as Financial, Telecommunications, Retail, Government Institutions, Manufacturing and consumer, Health care, Energy and resources, Business enterprises, among others.
- Generated reports and discussed with management to get appropriate responses.

Education

Centennial College, Canada | Postgraduate Certificate in Mobile Application Development, 2023
Toronto School of Management, Canada | Diploma in Cybersecurity Specialist Co-op, 2022
Universidad Europea de Madrid, Spain | Master of Science in Information Technology and Communications Security, Cybersecurity, 2020
Universidad Camilo José Cela, Spain | Master of Science in Cybersecurity, Technology, 2019
Universidad de las Américas, Ecuador | Bachelor of Engineering in Computer Systems, Information Systems, 2016

Certifications & Courses

- ✓ Certified in Cybersecurity CC | ISC2 | 2023
- ✓ Certified ISO 22301 Lead Implementer | PECB | 2021
- ✓ Certified ISO 31000 Risk Manager | PECB | 2021