JOSHUA TOM-JACK

hello@joshuatomjack.ca

PROFILE

Established technologist well-versed in enterprise information security and highly skilled in cutting-edge software and technologies. With experience mastering the ability to communicate with a technical and non-technical audience, by educating and preparing employees, customers, and clients on organization risks or potential threats to help drive company culture of cyber safety.

SKILLS, CERTIFICATIONS AND CLEARANCE

Information Security Principles • Vulnerability & Risk Management • Technical Customer Service
Cloud Security • Firewall Management • Red Teaming • Social Engineering • Cyber Incident Response
Security by Design Implementation • Reduced Attack Surface • Technical Project Management
CISSP • CEH • CCSP • ITIL • CCNA • JNCIA • Fortinet FCNSP • Top Secret (Level III) Clearance

EXPERIENCE

SENIOR SECURITY ARCHITECT, BELL MOBILITY; 2021 – PRESENT
MOBILITY SECURITY PROGRAM LEAD

Responsible for providing detailed security requirements and guidance on 4G/5G E2E architecture and design as well as leading security initiatives in collaboration with cross-functional teams to achieve security by design of wireless networks, solutions and products.

Advise technical and leadership levels monthly on information security program health and industry threat landscape, project status, forecast, and any obstacles or blockers.

Influence strong, business unit wide security culture through awareness program, reducing high-risk employee access to file shares by 90% and improving voluntary reporting of phishing attacks by 25%.

Reviewed industry standards (3GPP, GSMA, NIST, CSTAC) and co-authored internal technical hardening documents to make security actionable and enable defense in depth architectures.

Fostered collaboration, breaking down silos and connecting the asset owners with NOC, SOC, CIRT teams to uplift security investigation capabilities, leading to a reduction of incident response time by 50%.

SENIOR SECURITY SPECIALIST, BCE INC.; 2018 – 2020
VULNERABILITY MANAGEMENT | RISK ASSESSMENT | IOT SECURITY | RED TEAMING

Lead maturity of the enterprise-wide vulnerability assessment programs and worked with cross functional teams across business units to educate and advise over 50,000 employees on security best practices while proactively identifying and tracking risks.

Owned BlueKeep, Spectre/Meltdown, SUNBURST vulnerabilities as CIRT Lead, shared security advisory, collaborated with business unit security primes and supplier assurance teams to quickly manage risk.

Coordinated launch of a public Bug Bounty program, creating trusted communication channel for reputable security researchers while aligning with key stakeholders from legal and corporate communications to product owners.

Oversaw a team of 4 security analyst and together participated in red teaming engagements modelling internal/external threat actor, exploited multiple weaknesses, and presented findings to asset owners.

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SECURITY CONSULTANT, BELL BUSINESS MARKETS; 2015 – 2018
VULNERABILITY & PENETRATION TESTING | FIREWALL MANAGEMENT | PROFESSIONAL SERVICES

Conducted comprehensive security assessments and implemented complex IT security solutions for financial, manufacturing, government, and healthcare industries using best practices. Influenced an average of $1M+ in sales of professional services yearly through the delivery of security testing services and solutions.

Executed automated vulnerability assessments and manual penetration testing against clients' systems, web applications, and wireless networks, using black-box or grey-box techniques, and referencing PTES methodology, OWASP Top 10, and PCI-DSS regulations.

Identified technical security issues, translated them into the language of business risk, and communicated to stakeholders for remediation, resulting in improved security posture and increased attack resilience.

Grew deeper customer relationships and created a sense of community by working with pre-sales teams to host events that demonstrate value of services offered, identified clients pain point and customized solutions in response to RFPs to meet clients needs.

Awarded for successfully completing over 40+ security assessments annually and securing the company's position as primary security solution provider for two (2) financial institutions and one (1) utility company.

TECHNICAL SUPPORT ENGINEER, FORTINET TECHNOLOGIES INC.; 2014 – 2015
NETWORK SECURITY SOLUTION MANAGEMENT | TECHNICAL ASSISTANCE CENTRE

Applied systems administration skills to troubleshoot complex customer issues related to FortiGate Firewall (Routing, VPNs, Web & Application filtering, IPS, virus scanning), FortiAnalyzer (Log Monitoring, advanced threat detection), and FortiAP (secure enterprise WLAN).

Explored industry standards such as NIST, ISO, ITSG, and used applicable information security principles and controls to design solutions to meet customer needs.

Awarded for delivering continuous improvement in customer experience and driving productivity through timely solution identification.

NETWORK OPERATIONS ANALYST, NOVA NETWORKS INC.; 2013
TECHNICAL CUSTOMER SERVICE | MANAGED SERVICES

Remotely supported customers servers, networks, and applications by providing telephone support, performance management, change management, and configuration management services on a 24/7 basis.

Investigated and identified root cause of failures and implemented corrective actions to Windows/Linux servers, Cisco unified communications manager, and Juniper routers via GUI or command line access.

Monitored dashboards for alarms, tracked and resolved 100% of open technical issues within SLAs.

EDUCATION

MASTERS, ELECTRICAL & COMPUTER ENGINEERING, UNIVERSITY OF OTTAWA – 2012
BACHELORS, ELECTRICAL & ELECTRONICS ENGINEERING, UNIVERSITY OF BENIN – 2008
CERTIFICATE, PROGRAMMABLE LOGIC CONTROLLERS (PLC), GEORGE BROWN COLLEGE – 2007