

James Ignacio

CYBER SECURITY EXPERT | SYSTEM DEVELOPER | CUSTOMER SUCCESS MANAGER

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Profile Summary

I am a results-driven cybersecurity leader with a strong background in software development. In my 17-year career in the information security industry, I have extensive experience in implementing practices to secure data, intellectual property, and corporate assets. My expertise includes, but is not limited to, vulnerability mitigation, incident response, and resolving complex technical issues.

Expertise

- Cybersecurity Architecture & Management
 - Security Perimeter Protection – API, WAF, DLP
 - Vulnerability Mitigation & Incident Response
 - Customer Success & Technical Account Management
 - DevOps & Microservices Architecture
 - Cloud Security: AWS, Azure, Google Cloud
 - Cross-team Collaboration & Strategic Consulting
 - Leadership & Escalation Management
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Professional Experience

Senior Strategic Technical Account Manager – Financial Sector (Customer Success)

F5 Networks – 2019 - Present

- Lead the onboarding and security enhancement of critical web and mobile applications for major financial institutions.
- Implemented F5's Distributed Cloud Services and Bot Defense (formerly Shape Security), improving security and reducing risk.
- Engaged with customers at all levels, including C-suite executives, to address technical challenges and reduce churn.
- Managed product updates and provided strategic advisories to clients for informed decision-making.
- Developed and maintained security measures (WAF, API, bot detection) to defend infrastructures from emerging threats.
- Acted as the primary liaison for escalations, project requirements, and technical consultancy.

Information Security Specialist – Cyber Security Operation Services

Royal Bank of Canada – 2018-2019

- Deployed detection and mitigation signatures to secure network perimeter controls against emerging and known threats.
- Designed custom detection signatures using SNORT, REGEX, and Java, improving threat detection effectiveness.

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Scotiabank – 2007 - 2018

Positions Held:

- **2016 - 2018 - Senior Manager - Cyber Security Operations Centre**
 - Responsible for managing incident response teams.
 - Managed the implementation of security frameworks and ensured compliance with cybersecurity mandates.
- **2014 - 2016 - Security Specialists - PKI & Cryptography**
 - Ensured 24/7 uptime of critical PKI systems, improving system reliability.
 - Implemented multi-factor authentication for online banking platforms.
- **2010 - 2014 - Senior Security Analysts (Cyber Engineering)**
 - Acted as the SME in implementing gateway perimeter controls - DLP, Anti-Spam, Proxy.
 - Improved security gateway performance, aligning with both business and security objectives.
- **2007 - 2010 - Security System Developer (KPI and Dashboards)**
 - Developed front-end interfaces and KPI metrics for use in the security management programs.

Technical Proficiencies

Security & Networking: F5 ADC, Shape Security, WAF, Cisco, DNS, DLP, SNORT, Websense

Cloud & DevOps: AWS, Azure, Google Cloud, Kubernetes, Docker, OpenShift, Ansible, Jenkins

Endpoint Security: McAfee EPO, Encryption, GPO

Cryptography: PKI, MFA, Hardware Security Modules

Programming Languages: TypeScript, Java, C++, .NET, Python

Enterprise Systems: SQL, Oracle, AlgoSec, IP360

Education

Software Engineering Technology – Artificial Intelligence (In Progress)

Centennial College, Toronto, ON

System Development, Information Technology (2007)

Centennial College, Toronto, ON

Awards & Recognitions

- F5 FY24 Champion
- Scotiabank Best of the Best