

# Joshua Jones

commitsncoffee@gmail.com

423-967-9970

Johnson City, TN

## Summary

Compliance engineering and security automation specialist with deep experience operationalizing PCI, HITRUST, and SOC programs through code, integrations, and workflow automation. Skilled at turning compliance frameworks into scalable controls, building audit-ready systems, and bridging regulatory and engineering worlds in fast-paced environments. Experienced across IT and security domains including security architecture, security governance, security risk management, system administration, networking, and application development. Known for a proactive, detail-oriented approach and excellent collaboration skills. Lifelong learner passionate about all things IT and security.

## Skills

Project/Program/Product Management, Automation, IT Governance, Risk Management, Security Compliance, Security Architecture, Security Engineering, Scripting (Python, Bash, PowerShell), Technical Communication, Technical Documentation, Customer Service, Collaboration, Executive Support

## Experience

### Compliance Programs Manager, Security and Healthcare

InComm Payments • Atlanta, GA

06/2025 - Present

- Built the enterprise Compliance Engineering function, automating continuous monitoring across Azure, M365, AWS, OCI, and on-premises environments using tools like Wiz, ImpAC, Qualys, ServiceNow, CrowdStrike, Exabeam, BigID, Snyk, Power Automate, Python, and more.
- Partnered with DevOps, Security, and Infrastructure teams to embed compliance into CI/CD pipelines.
- Reduced audit prep time by 60% through automated audit evidence collection, saving engineering teams countless hours that would have otherwise been spent on evidence collection.
- Used Copilot Studio to build a custom AI agent to match questions from customer questionnaires to answers from a curated list of standard Q&A responses, cutting review time by more than 80%.
- Established standard compliance matrices for customer responsibilities
- Worked with assurance teams, control owners, and external assessor personnel to successfully complete over 25 external audits or assessments annually covering PCI DSS, PCI Secure Software Standard, HITRUST, SOC1, SOC2, SOC3, and partner audits.

### Security & Healthcare Compliance Analyst IV, Lead

InComm Payments • Atlanta, GA

01/2022 - 06/2025

- Served as the primary internal PCI subject matter expert covering four level one PCI DSS ROCs and one PCI Secure Software Standard product.
- Led internal Operational Readiness reviews for hundreds of projects and new products, partnering with product and engineering teams to ensure adherence to security policy and standards.
- Collaborated with numerous teams across the organization on readiness related activities such as PCI DSS 4.x and HITRUST 11.x, identifying necessary improvements and tracking remediation activities through completion.
- Implemented a GRC tool (Hyperproof and internally developed M365 stack) and created a common control set for the enterprise.
- Held regular meetings with executive management to provide status updates on compliance initiatives.
- Collaborated with the PCI SSC's Special Interest Group (SIG) on behalf of the organization to help develop and produce the industry guidance "PCI DSS Scoping and Segmentation Guidance for Modern Network Architectures".

- Participated in RFCs on behalf of InComm Payments as a PCI SSC Pariticpating Organization, helping to develop numerous PCI standards (PCI DSS, Secure Software Standard, Secure Software Lifecycle, Point-to-Point Encryption, Key Management Operations)

## Senior Security Analyst

Information & Infrastructure Technologies, Inc. • Herndon, VA

06/2021 - 12/2021

- Worked with numerous high-profile clients to improve security readiness and compliance with PCI DSS.
- Reviewed technical controls, system configurations, policies, and procedures to assess compliance and recommend improvements.
- Worked closely with company executives and clients on the development of a SaaS-based integrated risk management (IRM) platform capable of supporting 800+ compliance standards.

## Information Security Analyst

Information & Infrastructure Technologies, Inc. • Herndon, VA

01/2021 - 06/2021

- Worked under the PCI QSA and assisted with PCI assessments.
- Wrote various scripts to assist with the collection of evidence.

## Systems Analyst

City of Kingsport • Kingsport, TN

10/2019 - 01/2021

- Administered numerous systems including ERP, ITAM, POS, E-Mail, Document/Records Management, M365, Public Safety, and more.
- Administered a mixed environment of Windows, Linux, and IBM i operating systems.
- Implemented various security technologies such as the Elastic Stack for SIEM and centralized logging capability as well as CrowdStrike for EDR.
- Reviewed environment routinely to address vulnerabilities and maintain the latest patches.
- Wrote various scripts and utilities to assist with patch management, automation, and more.
- Wrote various reports in Cognos Analytics and SQL.
- Assisted with security compliance related activities (PCI DSS and CJIS).

## Help Desk Analyst

City of Kingsport • Kingsport, TN

03/2019 - 10/2019

- Triaged and routed all IT service requests as the sole Help Desk Analyst.
- Provided tier 1 & 2 technical support for over 600 users and 800 devices including mobile phones, laptops, desktops and servers.
- Performed Active Directory administration including the management of users, organizational units, security groups, and group policies.
- Assisted Systems Analysts with various application launches and other projects.

## Founder

Cell4More.com • Kingsport, TN

05/2018 - 09/2019

- Developed web application front-end and back-end for e-waste recycling business.
- Operated e-waste recycling business, refurbishing and reselling used electronics including cell phones, laptops, desktops, and more.

## Education

### BS, IT - Information Assurance and Security

Capella University • Minneapolis, MN

03/2021

- Graduated with honors: summa cum laude (4.0 GPA).
- NSA & DHS Designated National Center of Academic Excellence in Information Assurance/Cyber Defense.

## Certificates

CISSP, CISA, CSIS (A+, Network+, Security+), PCI ISA, PCIP, Project+, ISO 42001:2023 Lead Auditor