DIRECTOR OF INFORMATION TECHNOLOGY AND ANALYTICS

Summary

Accomplished senior manager with over 15 years of experience leading complex projects and managing resources to optimize enterprise technology and support business objectives. Committed to quality and service excellence with aptitude for launching new technology platforms. Subject matter expert in Information Security Risk Management. Excellent communicator adept at identifying business needs and bridging the gap between functional groups and technology to foster targeted and innovative solutions.

Highlights

- OS/Platforms: Microsoft Windows Server 2008/2012, Exchange 2010, IIS, Active Directory, DNS
- Networking: Cisco LAN/WAN (ASA/switching), TCP/IP, VPN, VoIP, SIP, MPLS, VNC, VLAN Segregation
- Hardware: SAN/FIBER technology, Enterprise Servers, Switches, Routers, Workstations, Laptops, Mobile Devices (iPad/iPhone/Blackberry),
- Telephony Systems: Cisco CUCM
- Tools: JIRA, Veritas Netbackup, Backup Exec, PCAnywhere, Symantec Antivirus, Ghost, SharePoint, Visio, Microsoft Office Suite

Experience

Director of Information Technology and Analytics
January 2005 to Current Company Name ï¼ City , State

- Market-leading global credit asset management firm with $4 Billion AUM and over 120 employees worldwide.
- Directed the firm's word-wide Information Technology strategy.
- Established and instituted policies, procedures and technology to mitigate corporate security risk and position ZAIS for Sarbanes-Oxley act compliance.
- Identified process improvement opportunities and recommended solutions and budget requirements to management committee.
- Managed team of 6 resources responsible for technology management and support operations encompassing all aspects of IT infrastructure including workstations, server platforms, IP telephony, L3 network infrastructure, network security, disaster recovery, Storage Area Networks and videoconferencing.
- Directed project teams through all lifecycle phases handling technical escalation events.
- Evaluated and deployed DLP solution.
- Chairman of the firm's cybersecurity committee responsible for advancing the firm's security posture.
- Selected Accomplishments Developed and led a technology strategy for the firm that supports strong business alignments, increases profitability and provides a sound, flexible and reliable foundation for the future.
- Enabled revenue growth by leading the timely deployment of high-performance virtual computing environment to support new models created by internal development teams.
- Created Incident Response Policies and Procedures rooted firmly on the NIST framework.
- Developed and lead breach rehearsal scenarios both for executive roundtable tests and technical response team practices.
- Designed Data Governance and Classification Policies particularly in regards to Personally Identifiable Information (PII).
- Evaluated and deployed Data Loss Prevention system (Symantec) and created escalation procedures to comply with the firm's Data Governance Policy.
- Managed all security vendor relationships through the contract negotiation lifecycle and Service Level Agreement reviews.
- Developed associates to their fullest potential by providing challenging opportunities that enhanced associate's career growth.
- Recruited and developed appropriate talent pool to insure adequate bench strength and succession planning.
- Managed logistics, procurement and deployment of IT infrastructure in Dallas, Baton Rouge, Shanghai, Dublin, London, Singapore and Tokyo locations inclusive of establishing a sustainable model for support.
- Established a viable Disaster Recovery strategy with a physical to virtual solution and liaison with all business units to generate the firm's Business Continuity plan.
- Spearheaded the analog to VOIP conversion of ZAIS IPT and video infrastructures (Cisco CUCM environment).
- Transformed IT support and organizational interaction practices, fostering strong, collaborative work environment.
- while developing robust help desk systems and processes for improved trouble ticket initiation and visibility.
- Led the firm's Cybersecurity enhancement effort by managing the design, implementation and maintenance of the Advanced Threat Protection system, Next Generation Firewalls and Mobile Computing Security.
- Developed the firms Cybersecurity Policy and Incident Response Team firmly rooted on the NIST framework.
- Responded to audit requests from potential and current investors, met with them to discuss finding, and guided them through the due diligence process.
- Responded to external auditors and lead remediation efforts if needed.
- Reported all audits to the executive board.
- Fostered a culture of security awareness in the firm by obtaining executive level support for Cybersecurity initiatives and enabling acceptance of security measures through user education.

Information Technology Manager
January 2002 to January 2005 Company Name ï¼ City , State

- Manufacturing firm with over 100 year history and 170 employees.
- Directed hardware and software configuration, installation, troubleshooting, and support activities.
- Oversaw administration of network infrastructure, business systems, cabling and circuits, and telecommunications platforms.

- Established and managed relationships with technology vendors and service providers.
- Monitored and tracked call volumes, service requests, and performance metrics.
- Led work order documentation and change request management.
- Selected Accomplishments Designed and led Windows 2003 migration team.
- Administered CISCO multi-VLAN layer 3 switched LAN\WAN.
- Designed and administered CISCO VPN solution.
- Led the procurement, configuration and administration of all infrastructure projects.
- Engineered and deployed Microsoft Exchange 2003 solution including web access/spam protection/security.
- Planned and implemented Enterprise Resource Planning project.
- Responsible for disaster recovery plan/execution.
- Supervised IT staff and coordinated all consultants.

Systems Administrator
January 2000 to January 2002 Company Name i¼ City , State

- Consulting firm providing portal technology to enterprise customers.
- Administered and supported 250 client node Windows NT environment.
- Planned, configured and administered the upgrade of Windows NT to Windows 2000.
- Maintained DNS, WINS and DHCP in multi-site environment.
- Maintained 85 node development server environment.
- Engineered and deployed System Management Server 2.0 infrastructure.
- Designed Workstation and Server imaging system using Symantec Ghost.
- Performed daily network monitoring tasks including backups (Veritas) and log checks.

Data/Systems Administrator
January 1998 to January 2000 Company Name i¼ State

- Global provider of information technology products and services (3 Billion in revenue) Oversee and modify the daily download of data from several distributors.
- Uploaded data to appropriate SQL databases.
- Maintained and perform hardware/software upgrades on Windows FTP servers.

Education
Bachelor of Science : Psychology/History , 1998 Rutgers University i¼ City , State Psychology/History
Skills
Active Directory, Antivirus, asset management, Backup Exec, budget, business systems, cabling, CISCO, Competitive, Hardware, Consulting, contract negotiation, conversion, credit, client, databases, DHCP, Disaster Recovery, documentation, DNS, due diligence, Enterprise Resource Planning, Firewalls, FTP, Ghost, help desk, IIS, imaging, Information Technology, IP, IT support, LAN, Laptops, Team Leadership, logistics, Loss Prevention, managing, Market, Mentoring, access, Exchange, Microsoft Exchange 2003, Microsoft Office Suite, SharePoint, Microsoft Windows, Windows, Windows 2000, Windows NT, word, migration, Enterprise, network security, network, Networking, Networks, Next, OS, organizational, PCAnywhere, Policies, Problem Resolution, processes, process improvement, procurement, Project Management, Proposal Development, Requirements Analysis, Routers, SAN, Sarbanes-Oxley, Servers, Service Level Agreement, sound, SQL, strategy, Strategic Planning, Switches, Symantec, TCP/IP, telecommunications, Telephony, troubleshooting, upgrades, upgrade, Veritas, Veritas Netbackup, video, VPN, Visio, VOIP, WAN