Charles L. Johnson

MPM, PMP, CISM, CGEIT, CRISC, CHS-V, ITIL v2-v3

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**EdUCATION Certifications**

Masters of Project Management, ITT Technical Institute -**Summa cum Laude'**

Bachelor of Arts, Indiana University

Associate of Arts, Law Enforcement, Central Texas College

Certified Project Management Professional–PMP #31218

Certified in Governance of Enterprise Information Technology–CGEIT #0801020

Certified in Risk and Information Systems Control–CRISC #1198341

Certified Information Security Manager–CISM #0402005

Certified in Homeland Security Level–V–CHS-V

Certified in IT Service Management–ITIL V2 & V3

**Professional Summary**

Mr. Johnson is a leader, Director, Manager, Practitioner who possesses a specific set of skills as an Enterprise Security and Project Management Practitioner with Business Information Technology (Bus IT) and Security Consulting experience across Banking, Healthcare, Hospitality, Manufacturing, Retail, Software Development and US/International government spaces. A multifaceted professional, adjunct professor, and published author who applies his experience in Business, Information Security, Policy Development, Governance, Risk Management, Compliance and Physical Security with Project Management that drives the implementation of effective secure business solutions that add value and organizational efficiency.

**Expertise:**

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| --- | --- | --- |
| **Information Security & Privacy** | **Program Management & Planning** | **Infrastructure and Architecture** |
| NIST, FISMA and ISO, 27001 Series, BS 17799 | Risk Management | ITIL Framework Management |
| Enterprise Policy Framework, published author | Project Management | IT Operations Management |
| Enterprise Security Awareness, Industry lecturer | Vendor Management | Process Improvement |
| Regulatory Compliance, FISMA, HIPAA, PCI-DSS, SOX, GLBA, TJC-JCAHO, Safe Harbor, TG3, TR-39 Pin Pad | Security System Integration | Data Center Management |
| Capital Planning | Encryption Key Management |
| Secure Data Management | Security Administration | Governance of Enterprise IT |
| Policy Development | Budget Tracking | Contract Management |

**Professional experience:**

**2/2017 - Present** – Cincinnati Bell Technical Services, Indianapolis, IN

Risk Assessment Manager / Sr. Information Security Analyst / Advisor @ Family and Social Services Administration (FSSA), State of Indiana.

Mr. Johnson leads an agency-wide privacy and security controls assessment (based on NIST standards) on behalf of the Chief Privacy & Security Officer, Family and Social Services Administration (FSSA), State of Indiana.

• Identified Federal requirements (HIPAA Privacy/Security Rules, NIST 800-53, MARS-E, & IRS Pub 1075) • Identified State requirements (e.g. IC 16-39, IC 4-1-10, 45 CFR Parts 160 & 164, 42 CFR Part II, etc.).

• Used requirements to facilitate the creation of the risk assessment approach and tools.

• Collaborate with Chief Privacy & Security Officer to develop the Risk Assessment phases and timelines.

• Develop detailed scoping plan including the identification of resources in a matrix environment.

• Identify and build a specific repository for Application Owners and leadership.

• Stand up meetings to gather responses to newly created Risk Assessment Questionnaire.

• Provide technical security guidance as needed.

• Created a governance and reporting structure to "C" level leadership.

• Facilitate meetings, with Business and Technical leaders in the organization.

• Developed and delivered optional remediation recommendations to address assessment findings.

• Assisted Owners in the creation of corrective action plans to mitigate risk items.

• Interfaces with SharePoint, and Archer for document retention and Governance, Risk and Compliance tracking and reporting.

**2/2017 – 7/2017** Home Hospice Caregiver, Henryville, IN

Location: Home, Henryville, IN

Mr. Johnson became the daily caregiver for his spouse Jackaline Combs Johnson, till she passed on July 13, 2017.

During this time, he was employed by the company listed above - as his current employer.

**9/2016 - 2/2017** – Codeworks, Brookfield, WI

GRC Technical Consultant @ Church Mutual Insurance Corporation, Merrill, WI

Mr. Johnson is a Sr. Technical Security Consultant & Program Manager at Church Mutual Insurance Corporation. Charles is responsible for implementing NIST's Cyber Security Framework (CSF) ensuring the organizations Information Assets are secure and compliant to multiple regulatory requirements.

• Assessing the organizations environment to receive the implementation of NIST's Cyber Security Framework (CSF).

• Planning the Program / Project approach for the implementation.

• Building program and project schedules and aligning with resources.

• Standing up project teams gathering requirements and meeting CSF requirements.

• Provide technical security guidance as needed.

• Built out governance and reporting to "C" level leadership.

• Facilitate meetings, with Business and Technical leaders in the organization.

• Interfaces with SharePoint, for document retention and Governance, Risk and Compliance tracking and reporting.

**3/2015 – 9/2016** – Apex Systems Inc., Richmond, VA

IT Staffing Company specializing in providing technical professionals for contract, contract-to-hire, and direct placements, along with offering tailored recruitment solutions or other select professional skills and workforce needs.

Sr. GRC Security Consultant @ State Farm Bank, Bloomington, IL

Mr. Johnson is a Sr. GRC Security Consultant in State Farm Bank’s Governance, Risk and Compliance Group. As a member of a Program / Project team, he is responsible for testing GLBA regulatory compliance controls ensuring the organizations Information Assets are secure and compliant. Focusing on:

* Testing the controls in 191 Enterprise applications impacted by GLBA compliance
* Testing Application Control Owner’s adherence to GLBA Integrated Requirements
* Reading, reviewing department level operating procedures against regulatory requirements
* Provide technical guidance to Control Owners and Business Leadership on GLBA Integrated Control requirements or FFIEC Security requirements.
* Provide technical guidance to Control Owners on remediation of observations and findings.
* Initiated the development of an on boarding guide for new IT Security Professionals to the team.
* Facilitate meetings, with Business and Technical leaders in the organization.
* Interfaces with SharePoint, Archer for document retention and Governance, Risk and Compliance tracking and reporting.
* HP Service Manager, Navigator and Microsoft suite of products for all work effort.

**10/2014** – **3/2015** – **Smart IT Staffing Inc., Indianapolis, IN**

Leading IT staffing company that delivers a comprehensive set of solutions focused on defining and driving value to what matters most, your results.

IT Security Architect @ Navient

Mr. Johnson is an IT Security Architect in Navient Inc.’s Governance and Risk Group. As an Architect, he is responsible for ensuring the organizations Information Assets are secure in accordance with IRS Pub 1075. Current focus is on:

* Reviews Contracts / Agreements, Security Provisions and Vendor Due Diligence
* Performs Risk Assessments, Remediation and policy exception request management.
* Responsible for Records Management Program Support
* Responsible for reviewing contracts for regulatory, legal or contractual security requirements or best practices and Service Level Agreements.
* Interfaces with Archer for Governance, Risk and Compliance reporting, policy exception management.
* Clarity is used for resource time reporting and all enterprise project accountability.

**09/2013** – **09/2014** – **Humana Inc., Louisville, KY**

Leading Healthcare Insurance Provider with 7 million members in 48 states & Puerto Rico and recognized leader in innovative wellness & chronic disease intervention, based in Louisville, KY

Application Engineering – Technology Manager

Mr. Johnson is a Team Leader in Humana’s Application Engineering supporting Humana’s Enterprise Application – Customer Care Portal / Guidance Care Portal (CCP/GCP). As Manager for the Candor Team of 28 IT Professionals, we develop and enhance the enterprise applications via Agile Methodology, Scrum Teams to meet business or compliance requirements.

* Manages on average 10-18 CCP/GCP projects <100k to >1.5M with multiple production dates.
* Managed a team of 28 personnel both on and offshore, associates / contractors using clarity.
* Responsible for reviewing contracts and managing contract deliverables against SLA’s.
* Responsible for all areas of Project Management, Scope, Time, and Cost are deemed most critical.
* Designed, developed and delivered software enhancements on an enterprise level.
* Maintained enterprise level project plans using clarity, tracking spreadsheets, for deliverables.
* Generated weekly status reports, budget reports for Sr. Leadership.
* Tracked and addressed Risks and Issues, keeping leadership apprised of status.
* Facilitated project team discussions and led team through conclusions.
* Interface with SharePoint, Clarity, Version 1, BME, MS Project, Visio, Excel, PowerPoint and Word.
* Selected for the integration and implementation of SalesForce.com - a $54M dollar multi-year program and new Enterprise Customer Relationship Management Software (CRMS) solution to replace CCP/GCP. Led Team in the integration of the first 23 of 100+ backend services / systems.
* First release and successful implementation of Salesforce CRM was September 2014.

**11/2012** – **09/2013** – **Iconma, Inc., Troy, MI in Richmond, VA**

Professional Staffing Services & Project–based Solutions

PCI-DSS Security Practitioner

Mr. Johnson is the PCI-DSS Subject Matter Expert in the Information Security Group at Capital One, Glen Allen, VA, – and is responsible for leading and facilitating PCI-DSS Security Compliance under ‘Program Shield’. Mr. Johnson is one of the key security contributors and consultants conducting the PCI-DSS Assessment Program at Capital One. Mr. Johnson took ownership and led the remediation efforts for 764 findings, completing the task in less than 11 months.

* Security Practitioner and Project Manager for Policies & Procedures refresh project.
* Assisted the contracted QSA conducting the PCI-DSS Assessment.
* Led the remediation effort for the 764 findings found during the Assessment.
* Developed, and tracked progress, via SharePoint, Archer, Clarity, as well as MS Project and Excel.
* Provided high level visual documentation via, MS Visio and detailed documentation using MSWord.
* Consultant to Business and IT Department Leads on best security practices.
* Provided PCI-DS specific security guidance and understanding to business leaders, department leads, and assigned program / project managers.
* Developing enterprise level project plans and tracking spreadsheets for program deliverables
* Designed, developed and delivered weekly status reports for Program and Sr. Leadership
* Facilitating project team discussions and collection of deliverables.
* Fully remediated all 764 findings that were identified through the PCI-DSS Assessment.

**12/2011** – **10/2012** – **Brooksource, Inc., Louisville, KY at Humana, Inc.**

National Technology Staffing Company – to Corporate America

Program / Project Manager

Mr. Johnson is a Program/Project Management leader in the IT/Project Management Office at Humana, Inc. He is responsible for Agile - Waterfall programs - projects that impact Humana’s core initiatives. Currently, Mr. Johnson is the Program Manager for #28702, a PCI-DSS Assessment Program, due to his vast experience in Information Security.

* Led teams in requirements, design, development and delivery of solutions on time and under budget.
* Interface with SharePoint, Archer, and Clarity for tracking of all project deliverables.
* Used daily MS Project, Visio, Excel and Word for creation of all project deliverables.
* Program # 28702 PCI-DSS Assessment & Remediation, Humana’s Enterprise Information Security (EIS) Compliance Program, consisting of 43 individual subprojects.
* Program # 27129 - Software Development – Financial Systems – Corporate Systems Data Mart. This program consists of 22 Major Features – with 41 individual subprojects.
* Project # 29576 Health Advocates – Humana Partnership to support a Whole Health initiative.
* Project # 28723 Humana Vitality Project – enhancement modifications to EDW / CSD Tables.
* Project # 27784 Project for Humana 1 Premium in South Florida.

**4/2011** – **10/2011** – **Infusion Points, LLC, Dobson, NC**

Building Secure Systems - Protecting Your Information.

Director of Strategy & Technology, Security Practitioner

Mr. Johnson serves as a member of a strategy and technology-consulting firm that infuses security into business solutions to protect client, consumer, employee, and partner information. His sample engagements include:

* Led the development of ISO 27000 series Framework to include; Information Security Policy, Standards and Procedures for a Telecommunications Company located in North Carolina
* Developed an integration plan for the company in support of PCI-DSS requirements.
* Provided technical leadership in developing an Enterprise Risk Assessment and Business Impact Analysis to meet PCI-DSS requirements for a Data Hosting company in Charlotte, North Carolina.
* Advisor and consultant to company leadership to improve their compliance to regulatory requirements and protect sensitive proprietary information.
* Executive guidance and technical expertise in conducting an exhaustive review of a Federal Agencies Information Security Policies and Policy Framework in preparation for Certification and Accreditation and InfoSec Reporting requirements under FISMA.

**6/2007** – **4/2011 - Lowe's Companies Inc., Mooresville, NC**

Lowe's Companies, Inc., is a FORTUNE® 50 company that provides goods and services to approximately 14 million customers a week through its 1,706 stores in the United States Canada and Mexico.

**InfoSec Manager, Security Practitioner**

* Managed a Security Administration Team responsible for provisioning account access for some 253,000+ users.
* Hands on guidance and team development to improve processes and time.
* Responsible for contracts administration, managing negotiation and deliverables against SLA.
* Manager and primary practitioner/author for developing an Enterprise Framework for Information Security Policies, Standards, Procedures.
* Manager for the creation, development, and delivery of Lowe's Information Security Awareness Training Program.
* Manager and practitioner for developing Lowe’s Security Risk Management Program.
  + Led the creation, development and deployment of Risk Assessments, Third Party Vendors/Partners, Contract and Statement of Work (SOW) reviews, SOX, PCI-DSS, HIPAA and Privacy compliance validation.
* Manager-PCI-DSS and Encryption Key Manager for Lowe’s 40,000+ Pin-Pad devices for all 1706 stores internationally.
* PM for ITIL v3 training and certification to Lowe’s Information Security Group and other IT departments.
* PM for the installation of RSA’s Archer software suite, for five (5) of nine (9) modules.

**6/2007** – **Prior - Roles & Responsibilities**

* Employee, Sr. Security Consultant, IT Security Practitioner, Humana, Inc.
* Entrepreneur - Business Manager/ Services Manager/ Security Practitioner, Innovate
* Entrepreneur – Engineering & Information Technology Professionals Staffing Executive
* Hospital – Director of Information Security & Business Continuity Planning
* Electronics Manufacturing – Sr. Manager of Information Security Americas
* Hospitality Industry – Project Leader, Business Process Re-Engineering Project
* Engine Manufacturing Industry – Information Systems Security Architect
* Computer Sciences Corporation, USARC – Data Center Operations Manager
* US Army Military Intelligence, National Security Agency – Data Center Operations Manager
* United States Military Academy, USMA, West Point – Data Center Operations Manager

**Instructional experience**

**University of Louisville** – **Louisville, KY**

* Adjunct Professor, Lecturer - School of Business

**University of Maryland** – **Augsburg, Germany**

* Adjunct Professor, - School of Continuing Education and Professional Studies

**Professional memberships**

5 Term Past President, Kentuckiana Chapter of PMI

Member Central Illinois Chapter of PMI,

Board Officer, Information Systems Audit & Control Association (ISACA)

American College for Forensic Examiners Institute (ACFEI)

Blue Knights – Law Enforcement Motorcycle Association

FBI InfraGard Program – Kentucky /North Carolina

Information Systems Security Association (ISSA)

Project Management Institute (PMI)

Computer Security Institute (CSI)

**SeleCted Presentations**

**Co-Author** – **Fundamentals of Information Security, Published, 10-2013**

**Governance, Risk and Compliance,** Computer Security Institute, (CSI) Washington, DC 2010

**An Integrated Approach to Governance, Risk and Compliance**, (CSI) Washington, DC 2009

**Managing Encryption Keys, Technical Guide 3,** (CSI) Washington, DC 2008

**Compliance based Enterprise Information Security Program**, (CSI) Washington, DC 2007

Additional Security Presentation from 1992-Present