JOSEPH L. MAYES

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SUMMARY/ABSTRACT

Experienced Information Technology Security/Risk leader. Exceptional communicator. Proven success building highly effective teams and developing collaborative relationships across departments.

CERTIFICATION

* Certified Information Security Manager (CISM # 1632464, 8/5/2019)
* Project Management Professional (PMP # 1333933, 5/6/2019)

WORK HISTORY

*Sep 14 - Nov 15*

*Feb 16 - Present*

**Citizens Property Insurance**

**301 W. Bay St, Jacksonville, FL 32202**

Manager, IT Security Operations

Responsibilities: Manage IT Security Operations; Security Architecture Engineering and Implementation, Security Operations (including Security Operations Center and incident response), and Security Awareness. Manages team of six IT Security professionals. Directly manage IT Risk and Security projects.

Accomplishments:

* Planned, developed, and implemented optimized Security Operations Center (SOC) through a combination of in-house (raw data capture and Level 2 and 3 investigation), third-party (event analysis, incident qualification, and Level 1 analysis), implementation of appropriate tools (Security Information and Event Management and digital forensic imaging solutions), and team training and certification (Certified Cyber Forensics Professional).
* Directed implementation and documentation of automated incident response process, resulting in accurate metrics to reduce incident Mean Time to Detect (MTTD) an attack, and the Mean Time to Respond (MTTR).
* Directed development of security tools dashboard resulting in real-time monitoring of layered security tools, including the infrastructure platforms on which they operate (e.g., servers and network connection status)
* Established formal awareness program targeted at specific internal threat behaviors, resulting in 23% increase in reporting of suspicious activity and 14% reduction in security events
* Established Key Performance and Security Indicators (KPI and KSI) for IT Security Operations, resulting in focused efforts to improve overall security posture
* Established IT Risk and Security key performance indicators (KPIs) to provide accurate status of IT Security Operations effectiveness to organizational leadership
* Developed comprehensive IT Security Policy and Standards based on best practices and frameworks including NIST, Florida Cybersecurity Standards, HITECH, and FFIEC
* Adapted and directed implementation of CIS Critical Security Controls for Effective Cyber Defense, identifying gaps and developing action plans to achieve compliance
* In conjunction with Enterprise Risk Management, established internal controls framework based on COBIT 5 framework
* Established and documented Baseline Security Configurations for Windows Server (2008 R2 and 2012) and SQL Server (2008 R2, 2012, and 2014) and operationalized baseline configuration scanning against modified CIS Benchmarks using Rapid7 (Nexpose)
* Drove addressing risk and security considerations into corporate cloud transition strategy, including development of procurement instrument requirements and third-party Risk Management process
* Implemented professional development program resulting in position-appropriate certifications (CISSP, Security+, and CRISC certifications) among team members; increased certifications from 20% to 100% in nine months
* Evaluated third-party SOC 2 Type 2 reports for potential vendors to ensure compliance with corporate standards
* Implemented Scaled Agile Framework (SAFe) methodology within IT Risk and Security department, serving first as Scrum Master and later as Product Owner.
* Previously certified as Scaled Agile Framework (SAFe) Product Owner/Product Manager (certification no longer required for current position).

*Dec 15 - Feb 16*

**Black Knight Financial Services**

**601 Riverside Ave, Jacksonville, FL 32204**

Program Manager, Enterprise Risk Management

Responsibilities: Develop and evaluate implementation of Project standards and processes for the Enterprise Risk Management Project Management Office. Establish and direct program implementing Risk and Information Security assurance. Provide counsel to C-level company executives.

Accomplishments:

* Developed and directed the implementation of Project standards and processes for the Enterprise Risk Management Project Management Office

*Sep 14 - Nov 15*

**Citizens Property Insurance**

**8120 Nations Way, Jacksonville, FL 32256**

IT Security Project Manager

Responsibilities: Ensure enterprise projects include appropriate Risk and Security team involvement. Develop process for, and execute, IT Risk and Security team resource allocation to enterprise projects. Directly manage IT Risk and Security projects. Coordinate closely with internal audit team to evaluate project performance against internal and external standards.

Accomplishments:

* Directed activity to reduce known vulnerabilities from more than 1.5 million to fewer than 300,000 in nine months
* Directed procurement of Governance, Risk, and Compliance tool, integrating vulnerability scan results and configuration management database to identify and manage risk.
* Led comprehensive analysis and inventory of all security software to align functional requirements to tools, resulting in $83K annual savings by reducing duplication
* Established standard IT Risk and Security criteria for solicitation instruments (RFI, RFQ, RFP, ITN) and established standard contract terms and conditions
* Integrated project portfolio management, Systems Development Life Cycle, and agile (Scaled Agile Framework) processes resulting in comprehensive and integrated view of enterprise-level initiatives

*Jun 13 - Jul 14*

**Mountain States Health Alliance**

**400 North State of Franklin Road Johnson City, TN 37604-6094**

Project Manager III

Responsibilities: Manage enterprise-wide mid-sized ($100-$250K) clinical and ancillary health alliance projects. Microsoft Project Server 2010 administrator. Established standardized Project Management Office policies, procedures, and methodology in support of all projects supporting the organization. Managed IT end-point security implementation (BitLocker).

Accomplishment:

* Managed five projects concurrently, ranging from enterprise-wide, department-specific ancillary systems (lab and transcription) to domain security project, which included: infrastructure, policies/procedures/process development, device upgrade, and every aspect of physical and logical access control.
* Managed two projects specifically to ensure compliance with Meaningful Use Stage 2.
* Developed and implemented standardized PMBOK-based Project Management Office processes, procedures, and tools into newly formed organizational PMO
* Developed process to integrate Executive Information Technology project selection criteria and financial planning and budgeting process to ensure that project need and IT requirements were validated prior to funding commitment.
* Provided PMO process training for Project Managers, Business Analysts, department Managers and Directors, and business units
* For all projects developed project charters, scope documents, project plans (MS Project Server 2010), risk assessments, communications management, and all other project documentation and artifacts.
* Coordinated with project accountable executives to ensure functional needs were met.
* Created template for individual project sites on SharePoint/MS Project Server to ensure maximum dissemination of information to all project team members and IS leadership
* Implemented Agile project management principles into projects when appropriate.
* Managed IT end-point security implementation (BitLocker), to include upgrade from Windows XP to Windows 7, which was required for BitLocker.
* Administered Microsoft Project Server 2010, including integrating operational and project tasks to provide “single pane of glass” visibility into resource availability and demand
* Established project performance tracking indicators (e.g., Work Completed/Schedule) to provide accurate interim status tracking

*May 08 - May 2013*

**Universal American Corporation**

**1001 Heathrow Park Lane #5001, Lake Mary, FL 32746**

Director, IT Security

Responsibilities: Directed all physical and logical IT security activities for $1.2 billion/year Fortune 500 Medicare Advantage company. Responsible for long- and short-range planning, staffing, directing, managing and controlling all physical and logical security operations. Work with internal and external audit teams to ensure compliance with project management standards.

Accomplishments:

* Directed 6-person team provisioning systems access for more than 95 systems and 3,000 users, ensuring processes and documentation in compliance with Centers for Medicare and Medicaid Services (CMS) and independent auditor specifications
* Developed 24-hour/7-day per week operations coverage, despite small team size.
* Oversaw processing of more than 20,000 access requests per year
* Advised CIO and CSO on physical and logical security issues.
* Provided detailed logical security process training for more than 200 corporate leadership (EVP, VP, AVP, Director, Manager, and Supervisor)
* Developed policies and procedures for network/system access and physical security control, ensuring compliance with CMS, Sarbanes-Oxley, HIPAA, and other government standards.
* Directed physical security operations to ensure CMS compliance by providing CCTV, access control, and visitor control processes for 47 primary and satellite offices.
* Planned and executed $500K security systems installation capital investment program
* Directed migration of access control and closed-circuit television security systems from stand-alone systems to integrated enterprise applications at centralized server facility, ensuring continuity of operations and disaster recovery.
* Developed policies and procedures for network/system access and physical security control, ensuring compliance with CMS, Sarbanes-Oxley, HIPAA, and other government standards.
* Following corporate acquisition, directed the integration and developed processes for provisioning of additional 65 systems and 1,400 users with no increase in existing provisioning administration staff
* Developed detailed $800K plan to provide physical security at more than 30 offices following corporate acquisition
* Converted fourteen locations and assigned access control badges for more than 2,800 employees and contingent workforce.
* Sourced and contracted physical security installation teams at fourteen locations across the United States and Puerto Rico.
* Developed change management processes for application/system modifications, ensuring all changes are reviewed, approved, and documented.
* Coordinated with help desk to reengineer processes and develop scripts to provide reliable, consistent support to business operations that exceeded industry standards for Critical and High urgency customer identified issues (< 4 hour response time)

Other Positions within Organization:

Manager, Corporate Financial Systems (Aug 09 – Oct 10): Supported all corporate financial IT systems and processes

Accomplishments:

* Oversaw 24-hour operation and directed 4-person development/operations team and 1 quality assurance analyst
* Reduced IT development response time from more than 30 days to less than 7 days through implementation of detailed processes and controls
* Directed weekly interchange with all finance stakeholders, including CFO, to ensure appropriate prioritization of all team activities
* Implemented standard support development processes to ensure all activities met clearly defined user requirements

Project Manager, IT Infrastructure (May 08 – Aug 09): Provided Project Management and organizational support to Electronic Data Interchange division.

Accomplishments:

* Developed and implemented project management processes for electronic data interchange division, resulting in clear oversight and operational control of all division activities
* Managed more than 20 projects across the spectrum of complexity and deployments, from corporate enterprise-wide systems implementations to stand-alone applications development.
* Directed activities of matrixed 6-person team to convert electronic claims data files to retrievable image records to ensure compliance with CMS requirements and provide immediate electronic access to business users
* Streamlined process for business units to submit report and file transfer requests. Resulted in increased efficiency and simplified process, providing improved visibility and process control and compliance with CMS, HIPAA, and other directives

*Oct 06 - Mar 08*

**Cool Kids Learn, Inc./Next Level Learning LLC**

**7975 NW 154th Street, Ste. 350, Miami Lakes, FL 33016**

Senior Coordinator, Supplemental Education Services Operations

Responsibilities: Directed organizational and program activities for more than 500 low-income children from failing schools in Florida, Alabama, and Tennessee.

Accomplishments:

* Directly supervised 35 tutors are regional coordinators in fours states.
* Developed and delivered detailed training program for 20 regional coordinators and over 100 tutors.
* Established baseline comparing current automation expenditures and manual processes to anticipated development costs.
* Created high-level domain model and use cases (including actors, activities, artifacts, and workflows) to identify candidate processes for automation.
* Identified COTS solution that was ultimately selected for implementation.
* Developed detailed user handbook and provided training (and train-the-trainer training) to users.

*Jun 05 - Oct 06*

**Early Learning Coalition of Escambia County**

**3636D North L Street, Pensacola, FL 32505**

Contracts Coordinator

Responsibilities: Responsible for managing contracts and grants program for quasi-state early childhood development agency.

Accomplishments:

* Negotiated and wrote contracts totaling over $2 million with various state, local, and private nonprofit agencies for services in support of early learning and voluntary pre-kindergarten programs for Escambia County children.
* Successfully obtained grant funding totaling over $800,000.
* Delivered program presentation to Escambia County Board of Commissioners.

*Nov 04 - Jun 05*

**Shearer & Associates, Inc.**

**4970 Corporate Drive, Huntsville, Alabama 35805**

Project Coordinator

Responsibilities: Directed execution of post-9/11 $46 million worldwide US Army installation and facility security program for the US Army Corps of Engineers.

Accomplishments:

* Coordinated requirements definition and physical security infrastructure installations for 27 US Army installations in Europe and Southwest Asia.
* Developed ten-year business development plan to grow 4-year old engineering firm at a rate of 15% per year over the life of the plan, while diversifying revenue sources.

*Jul 04 - Nov 04*

**Jacobs Sverdrup Engineering**

**2010 Lewis Turner Boulevard, Fort Walton Beach, Florida 32547**

Senior Engineering Associate

Responsibilities: Directed execution of 10-year, $60 million U.S. Air Force aircraft avionics test program.

Accomplishments:

* Developed zero-based budget and identified all personnel requirements for 54-person Special Operations C-130 avionics conversion and test program
* Obtained funding for office facility for 54-person test team.
* Coordinated with avionics vendor to demonstrate proposed avionics upgrades to Air Force flight crewmembers.

*Oct 03 - Jul 04*

**Lifestyle Solutions Group**

**1942 Highway 87 South, Navarre, Florida 32566**

Business Director

Responsibilities: Directed all business operations including fundraising, grants, bookkeeping, reception, administration, and all legal matters for privately funded nonprofit agency.

Accomplishments:

* Directly supervised team of seven (7) staff members.
* Coordinated with local agencies and judicial staff to ascertain the need in the community and designed programs to support these needs.
* Member of committee established to create an alternative high school for students with drug and/or alcohol problems that prevent attendance in the traditional school setting.
* Performed detailed contract analysis and provided recommended improvements.
* Established organizational strategic plan, including mission statement, organizational goals and objectives, and detailed program descriptions.
* Obtained 501(c)(3) non-profit status for organization.
* Responsible for recruitment and hiring, including resume evaluation, interviewing, hiring decisions, salary negotiation, and benefit coordination. Coordinated human resource support with outsourced human resource agency
* Developed and executed zero-based $1.4 million budget and developed accounting system to accurately track revenues and expenditures by project code.
* Met with Judges, County Health Department staff, and State organizational agency heads to present nonprofit mission and objectives to the community.

*Apr 00 - Oct 03*

**Jacobs Sverdrup Engineering**

**1500 Lewis Turner Boulevard, Fort Walton Beach, Florida 32547**

Senior Engineering Associate

Responsibilities: Provided business process improvement/functional process re-engineering services to the US Air Force Special Operations Command, the US Navy, and served as special project monitor for the Technology Review Workgroup.

Accomplishments:

* Provided project/program management and IT system development oversight for the State of Florida Legislature’s Technology Review Workgroup for the following agencies/systems:
* Florida Department of Education, Florida Academic Counseling and Tracking for Students (FACTS): Performed detailed analysis of the project management processes and status and provided recommendations that ultimately led to fielding of the web-based system (FACTS.org).
* Florida Department of Law Enforcement, Integrated Criminal History System: Lead special project monitor for the TRW, providing detailed analysis of the project to include implementation of Ten-Step project management processes (selected by agency), analysis of contracts with vendors, evaluation of project risks, and all aspects of project management.
* Department of Management Services, Division of Retirement, Retirement Online (eRIM) system: Determined operational status of the system, determined if system fulfilled original scope and objectives, and identified major risks associated with continued.
* Florida Department of Revenue, Child Support Enforcement (CSE) Automated Management System (CAMS): Provided analysis of Rational Unified Process use cases to ensure all functional requirements were identified and provided Independent Validation and Verification (IV&V) of the system. Evaluated performance and other nonfunctional requirements (including data and system security) were documented to ensure system development included all requirements.
* Florida Department of Children and Families, HomeSafeNet: Performed analysis of project management deficiencies (including deployment of the system). Identified key shortcomings including inadequate use case/business process documentation and failing to adequately address risk and change management as part of the project management.
* Performed detailed process and statistical analyses for US Air Force client to evaluate costs associated with performing tasks: Resulted in improved efficiencies and 18% reduction in manpower requirements.
* Developed systems architecture and enterprise-wide IT investment plan, resulting in a 59% reduction of capital investment required to support operations.
* Developed detailed, five-year, $36M information technology investment plan for Air Force Special Operations Command.
* Provided monthly presentation to the Commissioner, Florida Department of Law Enforcement and the Director of the Florida Division of Retirements. Conducted additional informal informational sessions with Directors and staff.
* Provided quarterly written reports to the Florida Legislative staff as special Project Monitor for two State of Florida Information Technology development projects

*Dec 79 - Jan 00*

United States Air Force (Various Assignments)

Responsibilities: Twenty years experience providing military logistics planning and support for Air Force and joint military forces, including nine years with Special Operations.

Accomplishments:

* Provided contingency planning and execution support for US Counter Narcotics operations, operations DESERT SHEILD/DESERT STORM, and various worldwide Special Operations engagements.
* As Director of Logistics at a classified deployed location, supervised eleven people and managed $11M forward deployed bare base support equipment.
* Air Force Special Operations Command Logistics Plans and Programs Specialist of the Year award winner, 1994 and 1995.
* Air Force Special Operations Command Logistics Plans and Programs Manager of the Year award winner, 1998.
* Conducted statistical analysis of Air Force wide promotion factors, including formulating methodology, gathering and assimilating data, and presenting findings to senior military leaders.
* Organized and established twenty-five member integrated product team, including authoring team charter.
* Developed logistics exercise events as part of worldwide command and control exercises.

EDUCATION

* 2009: Graduate coursework, English, University of West Florida, Pensacola, Florida
* 2001: Bachelor of Arts degree, Legal Administration, cum laude, University of West Florida, Pensacola, Florida
* 1998: Associate of Arts degree, Business Management, high honors, Associate of Science degree, Industrial Management Technology, high honors, Okaloosa Walton Community College, Niceville, Florida

**SECURITY TOOLS**

* Anti-virus/Anti-Malware/End Point Protection: Symantec End Point Manager
* Vulnerability Scanning: Rapid7 Nexpose, Nessus
* Identity and Access Management: Courion, Quest OneIdentity (ActiveRoles Server)
* Privileged Access Management/Password Management: ManageEngine Password Manager Pro
* Governance, Risk, & Compliance: RSAM, RSA Archer
* Intrusion Detection/Intrusion Prevention Systems: Checkpoint
* Web Content Filter: Forcepoint-Websense, iBoss, Barracuda
* Security Information and Event Manager: Splunk, AlienVault, QRadar

TRAINING

* 2017: SANS Security Operations Center (SOC) Summit, Washington DC
* 2017: Lead 365 Corporate Leadership training course
* 2016: ISACA Certified Information Security Manager (CISM) training course
* 2015: Scaled Agile Framework (SAFe) Product Manager/ Product Owner Certification course
* 2013: Business Intelligence with Microsoft Project Server 2010/2013 (16 hour course) MS Project Now! (Microsoft Partner and Project Management Institute Registered Education Partner)
* 2013: Microsoft Project Server 2010 Administration and Configuration (15 hour course) MS Project Now! (Microsoft Partner and Project Management Institute Registered Education Partner)

COMMUNICATION

* Trainer, Project Management Professional (PMP®) certification prep course, The Knowledge Academy
* Risk Management course instructor for Project Management Institute, Central Florida Chapter, Project Management Professional exam prep course
* Provided quarterly written reports and face-to-face presentations to the Florida Legislative staff as Special Project Monitor for State of Florida Information Technology development projects
* Published writer with more than twenty publication credits

PUBLICATIONS

* Contributor, PM Network magazine’s Dec 2012 edition: *Project Requirements Definition*
* Contributor, PM Network magazine’s May 2015 edition: *Technologically Speaking*
* Contributor, PM Network magazine’s Jan 2016 edition: *2016 Jobs Report*