Smit Christian | CISSP

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Cybersecurity Specialist

Professional Summary

Cybersecurity Specialist with 8 years of experience in Information Technology, specializing in threat mitigation, vulnerability management, and system security in healthcare environments. Proven leader of cybersecurity programs including phishing campaigns, patch management, and end-of-life system upgrades. Skilled in managing enterprise tools across Protection, Detection, Response, and Recovery domains, with hands-on expertise in EDR, SIEM, PAM, email security, and backup solutions. Actively contributes to Local Delivery Group (LDG) initiatives and provides cybersecurity awareness training to strengthen organizational security posture. Aiming to leverage technical depth and project leadership to improve RVH's cyber resilience as a Cyber Security Systems Administrator.

Experience

Cybersecurity Specialist, Norfolk General Hospital – Simcoe, ON   March 2024 – Present

- Cybersecurity Specialist for Norfolk General Hospital, West Haldimand General Hospital (Hagersville, ON)
- Manage and optimize cybersecurity Defense tools and technologies, including IDS/IPS, EDR, SIEM, PAM, DLP, vulnerability assessment tools, email security platforms, incident management tools, and threat intelligence exchange (TXX)
- Developed and tracked cybersecurity KPIs across phishing simulation response rates, endpoint patch compliance, and incident resolution time to measure and improve security program performance
- Provided mentorship and knowledge transfer to junior IT staff on security best practices, incident triage, and risk-based decision-making, fostering a stronger internal security culture
- Participated in security architecture reviews (Accreditation Canada) and informal threat modeling for infrastructure changes, ensuring alignment with NIST, PHIPA, and internal governance standards
- Led Threat and Risk Assessments (TRA), incident response, and vulnerability management activities aligned with security defense strategies and frameworks such as NIST and ISO
- Support the development and maturing of both hospital cybersecurity governance by maintaining policies, standards, and procedures
- Collaborate with internal and external stakeholders as part of the Local Delivery Group (LDG) to ensure alignment with regional security objectives (Lead the Maturity Assessment and initiatives)
- Evaluate security risks, update the risk register, and lead remediation initiatives in both the digital health environment
- Contribute to the hospital's cloud security initiatives and keep current with emerging threats and technologies
- Lead backups and replication using Rubrik, Bridgehead, and Veeam, ensuring data recovery and business continuity
- Created Disaster Recovery and Incident Response Plans from scratch for both organizations and led response efforts during incidents and downtimes

IT Systems Administrator (Cybersecurity Focused), Norfolk General Hospital -   Sept 2021 – Mar 2024
Simcoe, ON

- Acted as the central point of contact for cybersecurity services, responding promptly to alerts and incidents
- Deployed, configured, and maintained a security infrastructure that includes SIEM, antivirus, backup / restore tools, and endpoint detection and response (EDR) systems to support operational security
- Performed vulnerability scans, implemented patch management cycles, and led vulnerability remediation efforts across systems and applications
- Replaced end-of-life systems, ensuring secure architecture, cloud integration, and compliance with governance policies
- Managed and maintained Office 365 services, including Exchange Online, Teams, OneDrive, and SharePoint

- Successfully migrated Exchange from on-premises to Exchange Online, ensuring a seamless transition with minimal downtime
- Configured and secured LAN/WAN, VLANs, switches, routers, and wireless technologies to ensure reliable and secure connectivity
- Migrated VMs from VMware Environment to Scale Computing (Linux-based hypervisor).
- Citrix Administration – Managed and maintained Citrix systems and applications
- Monitored and secured clinical systems, such as Meditech, and collaborated on projects like OLIS and Cloverleaf, Amplify, Nurse Call app, Omnicell, ConnectRx, Dragon Medical One, Docuscript, EchoPacs and Echo Storage, EntryPoint, Glucometers, GNMI, PACS, Infusion pumps-Mednet, Pocket Health, Winrecs, etc

IT Helpdesk Analyst, Norfolk General Hospital - Simcoe, ON   Nov 2020 – Sept 2021
- Provided Tier-1 and Tier-2 support for hardware, software, and networking issues, ensuring high user satisfaction
- Assisted with patch management, incident response, and vulnerability scanning to maintain a secure IT environment
- Supported user onboarding, including setting up accounts and workstations and delivering IT orientation sessions

Technical Support Specialist, Concentrix (Client: Apple.Inc) - Hamilton, ON   Jan 2020 – Nov 2020
- Delivered remote technical support to Apple customers for hardware and iOS issues
- Diagnosed and resolved issues related to iCloud, Apple ID, and device performance
- Maintained high customer satisfaction and resolved issues within SLA

Technical Support Engineer, PowerSchool Group LLC. - Burlington, ON   Jun 2019 – Dec 2019
- Supported K-12 educational software applications and resolved product-related incidents
- Collaborated with developers and QA to resolve escalated technical issues
- Provided client training and documentation for end-user adoption

Technical Support Representative, Gatestone and Co. - Brantford, ON   Jun 2019 – Dec 2019
- Delivered technical assistance for call center software and client systems
- Resolved connectivity, login, and basic software configuration issues
- Maintained detailed call records and ensured prompt issue resolution

Key Achievements

- Reduced phishing click-through rates by 70% through customized simulations and awareness training
- Led successful replacement of Meditech EOL system with modern, secure architecture ahead of audit deadlines
- Achieved >95% patch compliance across hospital endpoints within 3 months of implementing automated patching cycle
- Implemented TRA and 3rd party risk review processes adopted by regional LDG as a standard practice
- Assisted in rollout of advanced email security platform that cut malicious email delivery by over 80%.

Education

Fanshawe College, **Post Graduate** in System Software Testing	2017 – 2018
Fanshawe College, **Post Graduate** in Information Security Management	2016 – 2017
Gujarat Technological University, **Bachelors** in Computer Science	2013 – 2016
Nirma University, **Diploma** in Computer Engineering	2010 – 2013

Certifications

CISSP (Certified Information Systems Security Professional)	July 2025
ISC2 Certified in Cybersecurity (CC)	Aug 2024
CompTIA Security+	July 2024

Technical Skills

Security Tools and Technologies: CrowdStrike, Fortinet, Wazuh, SentinelOne, Microsoft Defender for Endpoint, Rubrik, Proofpoint, Barracuda, KnowBe4, IDS/IPS, EDR, PAM, SIEM, SOAR

Security Domains: Vulnerability Management, Patch Management, Threat and Risk Assessment (TRA), Incident Response (IR), 3rd Party Risk Assessment, Security Awareness Training, Cloud Security

Platforms & Infrastructure: Microsoft 365, Azure AD, Entra ID, Active Directory, Windows Server, VMWare, Hyper-V

Frameworks & Standards: NIST CSF, ISO/IEC 27001/27002, MITRE ATT&CK, CIS Benchmarks, PHIPA, PIPEDA

Networking & Scripting: LAN/WAN, TCP/IP, DNS, DHCP, PKI, VPN, Role-Based Access Control, PowerShell, Group Policy

Backup & Recovery: Rubrik, Veeam, Windows Backup, Disaster Recovery Planning and Testing