Robert Michael Frank

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Summary of Accomplishments

Operations

- Implemented multiple security controls including 2-factor authentication, Biometric Access Control & RFID access control, and Web monitoring
- Assisted in risk assessing insurance and financial institutions identifying their vulnerabilities and understanding their cybersecurity risk posture.
- Spearheaded IT merger of two companies. Combined network infrastructure, personnel, databases, websites, phone systems, and data centers unaffecting the merchant experience.
- Established co-location with Fibernet point to point communication between offices and co-location.
- Put in place a "no single point of failure" infrastructure.
- Implemented Payment Card Industry Data Security Standards (PCI-DSS) and compliance.
- Headed effort to secure SSAE16 SOC I & SOC II certifications.
- Implemented business continuity plan, disaster recovery plan, and put in place a workgroup recovery center.
- Spearheaded implementation of VMware Enterprise and Virtual Desktop Infrastructure.
- Put in place SQL SAN clustered environment.
- Implemented a fully redundant VOIP telecommunication system.
- Built an IT infrastructure from inception.
- Spearheaded the implementation of a full help desk response system.

Development

- Assisted in database design and development of cybersecurity survey questionnaire engine cross-referenced to the NIST framework, COBIT/ISO27001 standards, and built an advanced reporting engine.
- Led a development team to create a web solution for merchants incorporating ACH, Remote Data Capture, and Credit Card processing; and creating EDI integration with multiple Financial Institutions.
- Implemented Oracle Financials (A/P, G/L, Purchasing, Inventory).
- Put in place development (in-house and off-shore) teams, Q/A teams, and implementation/technical support teams.
- Implemented Lawson HR/Payroll System.
- Designed, developed and implemented: Leasing Commission Systems, Budget applications, Contact/Prospect Tracking (Custom CRM), Application to manage extended stay hotels, Company Customer Tracking System
- Pioneered multiple gateway interfaces as well as integration with multiple ERP systems.
- Designed, created, and implemented Oracle Data Warehouses and a custom ETL processes to capture, analyze and report on specific drug markets related to senior citizens in the US.
- Built Data Warehouses of supply chain data, commercial property data, and financial data for trend analysis.
- Built Business Intelligence database, ETL utility, and utilized Tableau for trend analysis.
- Have programmed in 13 languages throughout my career.

Vendor Management

- Selected and negotiated key secure cloud outsourcing provider.
- Re-negotiated new telecom contracts saving the company 33% per year.
- Negotiated full redundant point to point solution between the co-location and the business offices which save the company 60% per year.
- Negotiated all IT service contracts including professional services, integration services, and support services.

Verticals

- Aviation MRO
- Cybersecurity Services
- Financial and Payment Processing
- Hospitality & Time Share
- Commercial Real Estate
- Medical Equipment Distribution
- Hospital Risk Management

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Information Technology VP, Senior Security / IT Strategy Consultant

Areas of Expertise

- APPLICATION INTEGRATION
- CYBER SECURITY OVERSIGHT
- DISASTER RECOVERY
- CONTINUITY PLANNING
- ARCHITECTURAL DESIGN LEADERSHIP
- STRATEGIC INFRASTRUCTURE DEVELOPMENT
- TECHNOLOGY FRAMEWORK DEVELOPMENT
- INFRASTRUCTURE CHANGE MGMT
- DATA WAREHOUSING
- COLLABORATION MGMT
- PROJECT MGMT
- RESOURCE OPTIMIZATION

Core Competencies

- IT Development & Execution / System Migration
- Enterprise IT Systems / Application Management
- Information Architecture & Integration
- Software Development Lifecycle Management

- Data/Systems Security / NIST Framework Development
- PCI DSS Standards / SSAE16 SOC I & II Security Controls
- FFIEC Cybersecurity Assessment Tools
- Problem Solving / Mentoring / Collaboration building

Software / Business Intelligence / Data Warehousing / Database Technology

Tableau / Cognos / Microstrategy / Informatica	ASP.Net / Visual Studio IIS / VMware	Oracle / Oracle Financials / Pick MS SQL Server / PostgreSQL

Product Knowledge

Cyber Security ACH/POS/Credit Card processing Financial Systems	Business Intelligence & ETL Aviation MRO Real Estate Systems	Application Integration & EDI Remote Data Capture Hospitality Systems

Academic Credentials

Degree: **BACHELOR OF SCIENCE**	University of Florida	Major: Computer & Information Sciences

Professional Experience

AEROSPACE RESOURCE GROUP Miami, FL arg1.net **Nov 2017 - Current**
International aftermarket commercial, cargo & military aircraft MRO and parts-based supplier for the Aviation Industry

Director of IT / Chief Security Officer

In charge of Enterprise IT and Security for ARG. Implemented multiple enterprise solutions including: 2-Factor Authentication, Web Monitoring, Biometric Access Control & RFID access control, automated daily email notifications to customers summarizing repair order activity. Administrator of Aviation Work Order ERP Solution and implementation of labor-based tracking using barcoding. Developed Automated KPI's ranging from Sales vs. Forecast models to potential repair order analyses. Created Tableau based reporting and daily dashboards using multiple data sources. Manage outside consultants and vendors for specific operational and development projects.

CYBER PREVENTION SERVICES Fort Lauderdale, FL **Mar 2017 – Nov 2017**
Engage in IT Infrastructure security assessments, prioritize the implementation of policies/best practices to mitigate future security/cybersecurity risk

Began a Consulting business specializing in conducting security assessments. Security assessed Accounting firms and Aviation MRO facility pointing out vulnerabilities and assisting them with solutions as well as having them understand their risk appetite.

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FIRST72 CYBER   Little Rock, AR   **May 2014 - Feb 2017**

Vice President, Security Architecture, IT Data / Systems   *Jan 2015 - Feb 2017*
Promoted from the Security Consultant role to Vice President. This was due to successfully creating and implementing a cybersecurity database infrastructure with an aggressive timetable integrating security regulations and standards. Provided oversight for key design, development and implementation components for a suite of Cybersecurity Assessment tools that facilitate identification, management and remediation of cybersecurity risk. Worked with major Insurance companies, Financial institutions, and casinos to risk assess their environment and infrastructure together with helping them improve cybersecurity, reduce risk, and meet regulatory obligations in a very efficient and effective manner.

In addition, supported collaborative efforts with the development team, the service delivery team, company founders and key clients to conceptualize and implement advanced reporting capabilities using the NIST Framework, ISO/COBIT standards, and FFIEC regulations to meet market requirements. Led 2 direct reports.

Additional Contributions / Achievements
- Participated in the execution of client security assessments, including on-site data collection, data analytics, visualization development and report preparation.
- Designed and built Business Intelligence recursive database infrastructure for efficient data analysis.

Security & Information Technology Consultant   *May 2014 – Jan 2015*
Hired to assist with project planning, security policies, and an infrastructure build out, with responsibilities that transitioned into one that implemented new reporting capabilities for the company's first security assessment tool.

UNITED TRANZACTIONS (UTA)   Miramar, FL   www.unitedtranzactions.com   **Jun 2004 – Nov 2013**
Formerly National Check Trust (NCT) – Payment processor and second largest check guarantee company in the nation

Vice President – Information Technology / Chief Security Officer
Established a structured IT department; developed IT strategies/infrastructure to support corporate growth and business goals and a SQL based Internet application (I-Tranz) using .Net technology which accounted for approximately 75% of the revenue collected from merchant electronic applications. Developed *Remote Data Capture, ACH, Credit Card, and Online Bill Pay Systems with EDI integration to Financial Institutions.* Implemented Payment Card Industry Data Security Standards (PCI-DSS) controls. Restructured the IT department's Software Development Lifecycle (SDLC) process to allow for rapid development (RAD) of efficient/robust merchant products using Visual Studio with MS SQL and Pick Databases. Lead a concerted effort to initiate BI dashboard reporting for management using Cognos from multiple data sources. Collaborated with the development team on every development project. Led 4 direct reports and a staff of 25 personnel in IT.

Negotiated a telecom contract that saved the company 33% per year and served as the primary decision maker on all IT related vendor contracts. Negotiated IT contracts for professional and integration services.

Additional Contributions / Achievements
- Pioneered PCI DSS standards; SSAE16 certifications; disaster recovery and business continuity standards; and Software Development Lifecycle standards managing in-house and off-shore development teams.
- Pioneered multiple EDI gateway interfaces between UTA and financial institutions for ACH, Remote Data Capture ("Electronic/Image Cash Letters" (ECL/ICL)), and credit card processing transferring $1.5 million a day.
- Developed specific metrics within the BI framework to help better understand the consumer/businesses who make regular payments and do a deep dive into the habits of the consumer/businesses using Cognos.
- Utilized best practice methodology, established protocol, tact, and diplomacy to aggressively negotiate and re-negotiate vendor contracts, and reduced expenditures exponentially.
- Managed disaster recovery and business continuity planning efforts by establishing a "no single point of failure" infrastructure.
- Incorporated a business continuity plan to include establishing VOIP technology, a workgroup recovery center, and the ability for employees to access systems from anywhere using VDI or RDP and VOIP phones.

Additional Work History

Vice President – IT	LogiMedix – Fort Lauderdale, FL	2 direct reports	**2000 - 2004**
Director of Software Development	Westgate Resorts – Orlando, FL	4 direct reports	**1998 - 2000**
Software Development Manager	Wyndham Hotels/Trammell Crow Co – Dallas, TX	3 direct reports	**1995 - 1998**
MIS Director	The Brandon Company Miami, FL	2 direct reports	**1989 - 1995**