IT Portfolio & Project Management *|* Disaster Recovery & Business Continuity *|* IT Governance & Compliance IT Risk/Audit Controls & Policy Development **|** Risk/Security Analysis & Planning *|* Team Development

Professional Summary

Senior IT professional with 27 years progressive experience leading enterprise service operations, infrastructure, information security and business continuity to achieve high performance productivity.

Professional Experience

**Cyber and Network Security, Faculty Member Sept 2018- Present**

*ECPI University, Lake Mary, FL*

Responsible for delivering quality, student-centered, hands-on, active instruction in order to prepare students for success.

**Director Information Technology Feb 2018- Present**

*A.Duda and Sons, Oviedo, FL*

Oversee information technology and security operations according to business drivers by developing, establishing and aligning governance, policies, procedures, systems and information security strategy to meet business requirements across four diverse business units.

* Provide leadership, vision, and governance, by establishing IT and information security operational objectives and plans
* Communicate IT and information security plan and vision with executive management, Board of Directors, and other departments
* Develop and implement enterprise wide policies consistent with IT and Information security governance directives
* Initiated, developed, and conducted Cybersecurity Awareness training and increased employee participation by 93%
* Created a phishing awareness program that reduce risk from phishing attacks from 17% to under 1% within 6 months
* Develop and oversee the organization’s technology finances, including budgeting and forecasting
* Negotiate with vendors to reduce operational and capital expenditures to meet key business driver (profitability)
* Manage multi-million-dollar budgets and projects from planning through execution
* Recommend new technology solutions based on business requirements and multi-year capacity planning
* Design and develop procedures that improve installation, maintenance, support, information security, business continuity, and high-performance productivity
* Create, design and develop project management processes ensuring high quality standards
* Manage and implement change management procedure and systems
* Direct and support a team of 15 (IT managers, staff, and interns) that provide day to day helpdesk, infrastructure and information security services and projects
* Establish process and procedures for IT activities to ensure data availability and network services
* Develop and oversee IT and information security metrics for the enterprise infrastructure supporting four business units with over 15 branch locations

**Principal Technology Consultant Oct 2017- Present**

*Sherlock Business Solutions, Orlando, FL*

Manage, guide and coach clients through the IT and information security roadmap process by providing leadership, vision, governance, establishing operational objectives and strategic plans for technology and business solutions.

* Work with senior management to direct process improvements that enhance compliance, service delivery, profitability, and growth
* Design high-level information systems and infrastructure to be implemented according to client’s goals, needs and objectives
* Establish a systems basic structure, defining essential features and providing a framework for clients to follow
* Assess and define processes, workflows, technical requirements, and designing solutions to match requirements
* Develop and document minimum technical requirements and architectural designs, including diagrams and inventories
* Oversee building IT strategic plan, direction, and standards for procedures and policies as they relate to IT systems throughout the life cycle of system implementation
* Collaborate with clients, end users and senior management to establish technical goals, reviewing new and existing IT projects, and systems design and plans
* Conduct research on emerging technologies to support changes in infrastructure, applications, and workflows
* Design, develop and supervise implementation of deployment, test and operational plans
* Provide advice on options, risks, costs vs. benefits, impact on other business processes and system priorities

**Director of Infrastructure and Network Operations May 2015 – Sept 2017**

*Thales Avionics, Orlando, FL*

Planned, led, and managed implementation and service delivery teams responsible for 24/7/365 management and operations of the connectivity services and content delivery global infrastructure.

* Reported to executive leadership on matters concerning infrastructure, cybersecurity, and service operations performance and development roadmaps
* Managed a $10 million plus annual operations budget and $2 million in annual capital expenditures
* Negotiated with vendors to reduce operational and capital expenditures
* Redesigned the ground infrastructure as a modular solution which reduced capital expenditures by 45%
* Partnered with Tier 1 telecom providers to reduce IP transport costs to under $1 per Mbps
* Developed, and led production systems innovation initiatives
* Interfaced with cross functional teams i.e. Information Security, System Architects, Connectivity Services, and Aircraft Operations
* Provided technical guidance and formulated infrastructure configurations to meet customer requirement
* Provided strategic guidance and governance for technology solutions that enabled the business to meet financial and strategic goals
* Recommended process improvements for high quality, cost efficient customer service
* Refined and maintained policies, standards, processes, systems, and Key Performance Indicators
* Developed procedures to achieve operational SLAs for service performance, availability, information privacy and security, risk, and compliance
* Ensured the utilization of resources (People, Process and Technology) met production system scaling and capacity plans
* Performed engineering and field support to ensure operational standards and governance are maintained
* Ensured compliance with internal controls, processes and regulatory standards for PCIDSS, ISO, and NIST
* Participated in quarterly reviews with vendors and customers concerning system performance and functional assurances as per requirements

**Director Service Operations Jan 2011 - May 2015**

*Tel-Networks USA, Debary, FL*

Recruited by the principles of the company to strategically locate, plan, deploy and manage project deliverables, technology architecture to support a mission-critical, 24/7/365 Network Operations and Regional Data Center.

* Managed contract negotiations, vendor selection, procurement and budgets for the network operations and data center
* Established partnerships with select technology vendors to reduce overall infrastructure (storage, virtualization, network, servers, power and cooling) and data center projects costs
* Worked with trades to ensure successful deployment of plans, designs, and mechanical systems of construction
* Managed capital, operational budgets, and expenditures
* Recruited local resources and talent to support business needs
* Developed a cloud model and infrastructure for the new sales portfolio contributing to overall increase to the company’s hosted services product line
* Collaborated with other teams to identify, design and implement new systems to support the company’s business needs which includes voice, data and video solutions
* Provided direction to team members to ensure collaborated successful outcomes for customers
* Designed and maintained efficient, long-term network operations strategies
* Designed, implemented and monitored IT enabled business projects for all network operations
* Developed IT controls, policies, and standard operating procedures to support the new 24/7/365 operational model
* Worked within ITIL practices, processes and procedures around operations, incident management, change management and problem management
* Provided leadership, mentorship, and training to service desk, network engineers, technicians and administrators

**Network Operations Manager Jan 2004 - 2011**

*Metropolitan Telecommunications (MetTel), NY*

Designed, implemented and supported the corporate enterprise infrastructure for over 150 employees, 500 independent sales agents and multiple partner data integration points.

* Responsible for the day-to-day operation of Windows and Linux multiple site and server network
* Planned, hired, and implemented new office infrastructure to support business growth
* Managed and improved customer communications, by preparing reports and resolving technical issues
* Planned, designed, and implemented network interconnectivity including remote access and site-to-site VPN
* Provided advanced (2nd and 3rd level) technical troubleshooting, repairs, replacement and installation of system hardware
* Installed, tested and troubleshooted circuits including POTS, DS1, DS3 and Ethernet connectivity
* Worked with national and regional tier 1 telecommunication providers; facilitating automated electronic data interchange integration points
* Monitored infrastructure to ensure optimum utilization of available storage, server and network capacity
* Ensured all software and hardware changes affecting the security environment configurations are thoroughly planned, tested and documented prior to implementation
* Planned and implemented disaster recovery and business continuity initiatives

Professional Certifications

* EC-Council Certified Chief Information Security Officer, 2019
* CompTIA A+ Certified Service Technician & Network + Certified Network Technician
* Cisco Meraki Network Administrator
* FEMA Resilient Accord - Exercising Continuity Plans for Cyber Incidents

Professional Memberships

* Information Systems Audit and Control Association
* Information Systems Security Association
* ASIS International
* IEEE Cybersecurity Community
* Association of Information Technology Professionals
* International Consortium of Minority Cybersecurity Professionals
* Association of Latino Professionals for America

Education

**Master of Science Cyber security 2018**

Webster University, Orlando, FL

**Graduate Certificate, Cyber security Threat Detection 2017**

Webster University, Orlando, FL

**Bachelors of Science in Information Technology 2015**

Strayer University, Maitland, FL

Training

Certified Information Systems Security Professional, **Exam pending** **2019**

Cisco Global Cybersecurity Scholarship program, CCNA Cyber Ops **2017**

Securing Cisco Networks with Threat Detection and Analysis, **2017**

Implementing Cisco Network Security v3.0 **2017**

Cybersecurity for Architects, Leadership for Results 360 **2016**

Information Technology Infrastructure Library v3 Foundation **2015**