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Goal

Develop strategic and tactic plans to build sound Information Assurance/Security management systems, whether as a solution selling consultant or as an Information Security Manager. All plans leveraged by the use of secure Information Technology platforms, best industry practices and international standards, which in turn are aligned to business objectives, seeking to make information assurance/security a business enabler instead of an overhead.

Strategist: I have the experience and technical competency needed to envision and build security/ compliance strategies to allow investment prioritization in order to create a robust, lean security program, aligned with the most important regulation requirements such as PCI-DSS, Sarbanes-Oxley, CNVB regulations (Mexico centered), LFPDPPP/LFPDPPSO (Mexican law for protection of Personal Data), and harmonized to main international frameworks as ISO-27001, CObIT, COSO and ITIL.

Professional experience

On-site Operations Manager (February 2020 – current date)
KIO CyberSecurity (Insurgentes Sur, no. 601 Mexico City)

In this role I am responsible for operations in a strategic Managed Security Services Project, valued in US$3.5M (TCV), for the second largest public health institute (ISSSTE) in Mexico. My duties go from coordination of both remote an on-site teams, to costumer value management through direct contact with C-level and management representatives of the institute. My goal is to show our services value to the costumer, and serve as a trusted advisor on cybersecurity for top level management.

Impact on this position:
a) Successfully ran the cybersecurity services for more than a year now.
b) Zero penalties or major contract non-compliances.

Public Bidding Managing Director (February 2018 – February 2020)
KIO CyberSecurity (Insurgentes Sur, no. 601 Mexico City)

In this role I was responsible for identifying, advising and managing strategic bid requirements compliance, technological advice for selection purposes and, additionally, identifying operational and financial risks within top contracts on delivery phase, so those risks can be channeled and managed by competent parties.
Primary functions on my role are:

a) Assist sales team to identify and manage bid requirements pertaining personnel and organization-level certifications to ensure compliance.
b) Analyze, identify and initiate commercial relationships with technology vendors, aligned with company's service catalogue.
c) Identify and negotiate partnership requirements with technology and service provision allies.
d) Analyze technology vendor's product offer to identify, evaluate and organize according to predefined types so sales team are able to integrate them into proposals.
e) Audit current projects to identify and quantify risks, so upper management is able to prioritize and allocate resources to manage them.
f) Audit technology purchases, for top contracts, to ensure they are sufficient to comply with signed offer and not overhead.

Impact on this position:
a) Identified and ranked more than 20 technology vendors.
b) Saved over USD$25K from purchase's overhead.

Service Delivery Managing Director (January 2016 – February 2018)
KIO CyberSecurity (Insurgentes Sur, no. 601 Mexico City)

In this role I was responsible for defining and execution of service delivery management practices for all projects with Service Level Agreements involving economic penalties, within public sector.
Primary functions on my role were:
a) Analyze, detect and manage service level compliance risks.
b) Define and oversee action plans to manage service level compliance risks and actual deviations.
c) Coordination with company's upper and middle management to establish operating and interaction processes aligned in order to meet agreed service levels.
d) Manage, coach and oversee a team of 6 Service Delivery Managers in order to execute defined action plans.

Impact on this position:
a) **Produced a commercially oriented Service Delivery model to manage the different stages of a project, from managing delivery (operations) to preparation of renewals/upsells by integrating insight derived from daily duties into services definitions and their corresponding sales proposals**.
b) Put in place standard practices to manage Service Delivery of projects within my responsibility, in order to properly assess and manage both operational and financial risks, in addition to commercial costumer relation firmly established and managed.

Service Delivery Manager (March 2015 – January 2016)
Sm4rt Security Services (Insurgentes Sur, no. 800 Mexico City)

In this role I was responsible for service delivery management and spotting/creating new business opportunities for a Mexican federal government project worth nearly US$7M (TCV).
Primary functions were:
a) Coordination of all operative teams involved on delivery.
b) Review and correction of service levels to meet contractual commitments.

c) Overtake and manage all costumer facing communications, in order to establish due care and diligence addressing costumer's needs and expectations.

d) Assist costumer's C-level management as responsible for value proposition of the project, aiming to harmonize project's deliverables with business needs and regulatory compliance.

e) **Help costumer recognize new or underlying business needs, presenting company's services that are relevant to address those needs, selecting proper technology and associated managed services.**

f) **Support, coordinate, analyze and present results to costumer, in a business oriented summary, regarding vulnerability scans, security testing and vulnerability management with Tenable, Tenable Security Center, and QualysGuard VM and TP**

Impact on this position:

a) Managed the delivery process to correct issues involving possible violation of agreed service levels.

b) Brought the project to a stable status that serves as base point to continue improving service delivery.

c) Worked with operations teams to further improve process oriented service delivery in order to establish KPIs that are essential to delivery management practice.

Product Delivery Manager/Service Delivery Manager (September 2011 – March 2015)
Scitum S.A. de C.V. (Insurgentes Sur 3500, Col. Peña pobre, México D.F.)

Responsible for service delivery according to contract specifications and service level agreements. Currently finishing a project of nearly US$8M (TCV) and before this at that same position for a project worth approximately of US$50,000 (TCV).

Primary technical functions on my role as PDM/SDM were:

a) Coordination between different teams involved in delivery of each and every service included in contract.

b) Oversight and implementation of corrective actions to correct those services that are underperforming, both on quality of services and resource efficiency, human or otherwise.

c) Assist and contact my clients directly as the person responsible of delivered services, including activities such as scope and time negotiation, and also conflict resolution or conflict management.

d) Identify business opportunities for upselling to current costumers.

e) **Design and present to client the designed solution for the identified business opportunities.**

f) **Support, coordinate, analyze and present results to costumer, in a business oriented summary, regarding vulnerability scans, security testing and vulnerability management with Tenable Security Center and Qualysguard VM and TP.**

Impact on the position:

a) Brought both projects to a stable status after they were presenting operative, administrative and customer management problems, which were taking this projects to possible termination.

b) **Worked with Claro Chile in a project (4 months) to develop and implement a strategy to enable commercial Managed Security Services packages to attack local market.**

Strategic Consultant (Sales –Presales) (April 2009 – September 2011)
Scitum S.A. de C.V. (Reforma 373, Col. Cuauhtémoc, México D.F.)

Responsible for the sizing, cost estimation, and design of Managed Security Services for at least four projects which were valued over US$ 5M each. Responsibilities included first hand contact with prospects costumers, presenting them the vision of the designed solution, encompassing technology and associated managed services.

Impact on the position:

a) I have effectively developed and transmitted Scitum's vision on real benefits for our clients to gain if they work with us and let us implement proposed Managed Security Services, which are tailored to meet our client's specific needs. Amongst those developing costumers is a government owned oil company, and the largest Mexican federal government ministry.

b) Developed a whole new services suite for advanced network management.

c) Proposed a framework for security service's cost estimation that takes into account all the singularities that managed security services have.

d) **Designed, documented and presented a whole services selling plan for the Instituto Costarricense de Energía (Costa Rica), in which I outlined the market research, business opportunities, commercial packages, selling points, and key elements for Managed Information Security Services.**

Operations Assistant Manager (February 2008 – March 2009)
Scitum S.A. de C.V. (Reforma 373, Col. Cuauhtémoc, México D.F.)

Responsible for management of two operative work teams (one located in Mexico City and the other in Monterrey, Mexico) which are in charge of delivery our managed security services. I managed two projects which involved a significant number of communications and security devices, one in the financial services sector, and the other in the beverages industry. I had the responsibility and accountability for the implantation of technology, decision making, staff coordination, negotiation with costumer, and problem solving, be it technical, logistic, or people related. Personal attention to at least 7 costumers from private sector.

Impact on the position:

a) One of my groups was the first in scope and first in obtaining ISO27001 certificate within Scitum.

b) I led the project for a mid-size financial services sector costumer. The project involved the implantation of over 65 devices among network and security equipment.. The project was executed with only 10 minutes of unplanned downtime for all implementations, including the replacement of the core network switch, internet-facing firewalls and controls for protection of public services infrastructure (web portals and web applications)

c) Pushed and helped in the closure and renovation of a large security event correlation project. This project is using a new correlation model produced within my team and is currently being delivered for one of the largest Mexican brewing company.

d) Managed to control various operative issues like delays in the delivery of operative reports. I implemented controls to assure that the task is going to be started right when it has to start, and reorganized the process to eliminate loopholes and redundant tasks. The reports were consistently delivered in time for nine straight months (up to the date I left the position) after being delivered late for over a year.

Process Manager (October 2006 – February 2008)
Scitum S.A. de C.V. (Reforma 373, Col. Cuauhtémoc, México D.F.)

Responsible of design and execute the strategic plan for security monitoring and security incident management processes. Both processes are core to the delivery of managed security services. The design encompasses from the documentation to establish and register the process, coordinate the tasks to spread the word to all operative levels, design and implement metrics and KPIs to effectively manage process outputs and inner workings.

Impact on the position:

a) Designed and documented upgrades to the security monitoring process, including a more systematic and ordered workflow, focusing in results, introducing clear performance indicators and better communication towards our clients.

b) Pushed and gave the first operative processes awareness campaigns, targeting all operative personnel company-wide.

c) Led an effort to review and improve all operative processes to eliminate redundant work seeking to optimize time and improve performance.

d) Managed last stages (preproduction tests, final adjustments and release to production) for the release of a new and specialized module in our service desk software aiming to manage and document operation of the security incident management process.

e) Developed and applied metrics and measures, aswell as have audited the defined KPIs for security monitoring process.

Senior Information Security Analyst (May 2004 – October 2006)
Scitum S.A. de C.V. (Culiacán 123, Col. Hipódromo Condesa, México D.F.)

Technical leader for delivery of managed security services, with the responsibility of executing and coordinate a team of SOC Engineers (as much as nine engineers), including performance evaluation, coaching, task and responsibility assignment. Accountable for service delivery meeting agreed SLAs for one of the largest Mexican federal government agencies. Responsibilities included negotiation and consultancy in order to enable decision making for my client in terms of security architecture, security monitoring process, and governance for interaction between client-provider. Designed a strategy to integrate tasks, procedures and Scitum's value into TI schemes within client's organization. Coordination, execution, documentation and communication of two forensic analysis. Technical specialist in firewalls and IPS, I designed and implemented a tactic plan to manage and monitor deployed security infrastructure. I was part of the workgroup responsible of implementing a proprietary security standard derived from British Standard 7799 for a multinational financial organization, personally responsible for control validation and implementation in the perimeter security device.

Impact on the position:

a) Developed and implemented a methodology to deliver commited service within agreed SLAs despite the use of immature technology.

b) Established a training program to take my team to the desired performance level, from mainly inexperienced engineers to a prepared and trained team that delivered expected service levels for one of the largest and important Mexican federal government agency. The program both stopped personnel turnover and improved team morale.

External Information Security Consultant (February 2004 – May 2004)
Iusacell, part of Grupo Salinas (Prol. Paseo de la reforma 1236, Cuajimalpa, México D.F.)

Role based access control architecture designing, role definition and configuration over information systems such as SAP, BRITE (pre-payment control system), BSCS (post-payment control system), Lucent cellular network centrals, JDEdwards, among the most important. Network security design for

mobile network, firewall enforcement points definition, intrusion detection architecture definition and technology selection for implementation.

Senior Security Engineer (October 2001 – April 2003)
Grupo Iusacell subsidiary of Verizon Wireless and Vodafone. (Prol. Paseo de la reforma 1236, Cuajimalpa, México D.F.)

Impact and risk analysis for information systems including databases, public access infrastructure and restricted access servers. Penetration tests. Creation of guidelines and recommendations to accurately implement security controls for network devices, according to industry best practices and international standards. Enterprise policy development for Information Security. Responsible of security auditing and counseling for network devices (firewalls, routers and switches) throughout the corporation. Part of the ISO 17799 implementation team, leader for corporate policy development and network security controls.

NOC Supervisor. (September 2000 – October 2001)
NextGen Internet México. (Insurgentes Sur Núm. 664 5to piso, Colonia del Valle, México D.F.)

Coordination of a 6 member staff, task assignation and supervision. Project leader for security solutions implementation, connectivity solutions implementation, VPN design and implementation, High Availability and Load Balancing with Checkpoint Firewall-1, vulnerability assessment and intrusion detection solutions using ISS RealSecure and intrusión.com appliances. Pre and post sales technical consultancy for information security and data telecom projects. Setup and second level support for Internet infrastructure services including e-mail servers (exchange, sendmail and qmail), DNS servers (Microsoft and Bind), web servers (apache, IIS and iplanet), routers, switches. Planning, design and implementation for LAN and WAN networking environments.

Academic formation

Electronics Engineering (undergraduate, no diploma)

Universidad Autónoma Metropolitana Azcapotzalco.

Certifications

ITIL Foundation Certificate in IT Service Management (since august 2017)

AXELOS.

Certified Information Systems Manager (since March 2015) Passed December 2014 exam, **2nd highest score** in the December 2014 CISM examination, Central and South America region.

ISACA.

Certified Information Systems Auditor (since February 2010)

ISACA.

Certified Information Systems Security Professional (since June 2005)

(ISC)2.

Technical Solutions Specialist (June 2006)

Internet Security Systems.

Checkpoint Certified Security Expert (october 2000)

Checkpoint Technologies LTD.

Conferences as speaker

▶ UAM Azcapotzalco (Public University in Mexico). Event: Primer encuentro de ingeniería re-creativa (First meeting on re-creative engineering). Topic: Information Security, the importance of knowing the machine language. September 2009.
▶ FES Aragón (Public University in Mexico): 4ª Semana de Seguridad Informática (4th Information Security week). Topic: Digital Signature and Digital Certificates. August 2009.

Skills and competencies

▶ Strong technical background including hands on experience in perimeter security, Vulnerability discovery and management tools, and Security Information Management.
▶ Ability to develop customer relations based on trust and value proposition. Both with highly technical and business oriented (C-Level) types.
▶ Great sense to identify and develop business/selling opportunities based on costumer needs and particular environments.
▶ Highly oriented to Solution selling strategies.
▶ Leadership and management of heterogeneous teams (even difficult ones).
▶ Holistic approach to problems, aiming to create integral solution strategies.
▶ Ability to effectively solve problems.
▶ Focused an disciplined to complete complex analysis and tasks.
▶ Ability to negotiate and deal with difficult costumers.
▶ Clear communication skills, spoken and written. (Mainly in spanish, which is my mother tongue; but I'm also proficient in english).
▶ Self and team control during extreme pressure moments.
▶ Strongly oriented towards personnel development by means of coaching and training with the Training Within Industry model.
▶ Business and technical english command (90%). Reading, writing and conversational.

Co-curricular activities

▶ Former technical editor and columnist (Departamento de defensa) on Magazcitum (https://www.magazcitum.com.mx/), an Information Security oriented quarterly magazine.