Shondel Gordon

Senior Consultant ? Risk And Compliance @ Concisiv LLC

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Summary

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| Previous | Senior Customer Success Manager @ NWN Carousel |
| Preferred | Senior IT Risk Management |
| Location | Fairfield, CT, US |
| Desired Work Settings | Remote or On-Site or Hybrid |
| Willing to Relocate | Yes |
| Work Authorization(s): | Authorized to work in the United States on a full-time basis. |
| Security Clearance Info: | US Citizen (for security purposes) |
| Employment Type | Full-time Contract - Corp-to-Corp |
| Total Experience | 19 years |
| Education | Bachelors @ Southern New Hampshire University |
| Profile Source | Dice |
| Profile Downloaded | Monday, December 9, 2024 |

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| **Shondel Gordon** | **•** [**LinkedIn**](https://www.linkedin.com/in/shondelgordon/) |

*IT Audit Management ▪ Compliance Success ▪ Project Leadership*

**Professional Summary**

***Vision driven change agent with exemplary record of information technology audit management success.***

Proven talent for aligning business strategy and objectives with established information technology management paradigms to achieve maximum operational impacts with minimum resource expenditures. Customer-focused leader with the strategic mindset to orchestrate critical projects to standout success, partnering with cross-functional teams and external stakeholders alike. Passionate about the opportunity to further develop background and experience in a new and challenging leadership role. Exceptionally dedicated professional with keen communication and organizational skills for the modern tech landscape.

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| *Team Leadership*  *Compliance Programs*  *Risk Management* | *Executive Collaboration*  *Internal Controls*  *Artificial Intelligence* | *Reporting & Documentation*  *Incident Management*  *Information Security* |

**PROFESSIONAL EXPERIENCE**

**Concisiv LLC | CT | 2023 to Present**

***Senior Consultant – Risk and Compliance – Avelo Airlines***.

* Provide strategic guidance on IT investments, balancing cost, risk, and business impact.
* Managed cloud risk, governance, access control, and security at an aggregate level, encompassing networks, applications, cloud computing, and data.
* Assist CTO with the execution of audit planning, fieldwork, and reporting of various IT environments, systems, and processes.
* Perform comprehensive audit walkthroughs of complex IT systems to identify risk and evaluate internal controls.

KEY RESULTS:

* Successfully orchestrated adoption of AI-driven anomaly detection system (Darktrace), decreasing false positives by 46%.

**NWN Carousel | Exeter, RI | 2021 to 2023**

***Senior Manager of Customer Success***

* Spearheaded integration of ACL Analytics for both new and ongoing client IT audits reducing customer response time by 40%.
* Influenced the implementation of change management procedures, identifying efficiencies in IT audit processes.
* Managed successful compliance projects, achieving 100% adherence to data security standards in 6 months, increasing client satisfaction 37%.
* Demonstrated IT audit project management, documentation and communication action plans, impediments and risks, and stakeholder engagement.

KEY RESULTS:

* Led comprehensive IT audits, resulting in identification and remediation of 25 major security gaps.
* Developed a company-wide training program on IT risk management that increased the team's productivity by 20%.

**SWBOCES/LHRIC | Harrison, NY | 2020 to 2021**

***Lead Manager of Information Technology***

* Onboarded as a consultant to design the distance learning technology program for New York State school districts.
* Formulated strategies for school districts and planning the implementation of information security products (Cisco Umbrella and Darktrace) and cloud-based productivity suites, ensuring compliance with the state Ed Law 2d mandate.
* Pioneered post-implementation analysis, identifying challenges, proposing impactful solutions, and executing them against a set of success criteria.
* Enhanced technology project standards by introducing communication expectations and fostering rapport with clients.
* Offered guidance to schools, enhancing security controls within AWS, Azure, and Google cloud platforms to achieve Ed Law 2d compliance.

KEY RESULTS:

* Successfully utilized NIST framework to identify gaps, recommended system enhancements increasing security risks detection by 20%.

**Psychogenics Inc. | Paramus, NJ | 2019 to 2020**

***Senior Director of IT & Compliance***

* Recruited to develop and oversee the Enterprise Security program, offering cost-effective recommendations to the executive team for safeguarding corporate data and IT assets; also, held the position of Head of the Information Security Committee.
* Enhanced operational compliance standards by introducing security metrics, evaluating the performance of cloud vendors (AWS and Azure), and ensuring effective data protection levels.
* Led audit initiatives, risk assessments, implemented roadmap including a Security Awareness Program. Increased overall employee adoption.

KEY RESULTS:

* Achieved FISMA compliance to secure research grant funding from National Institutes of Health.

**Dymax Corporation | Torrington, CT, 2018 to 2019**

***Senior Infrastructure Manager, Global***

* Directed IT operations and facilitated the delivery of technology solutions, offering thought leadership to the IT infrastructure team.
* Fostered collaboration with the executive team and business stakeholders including Legal, Supply Chain, IT business analysts, architecture teams, operational teams, and technical leadership, ensuring the successful execution of infrastructure projects.
* Monitored a $2.5M budget and led a team of 24 IT professionals, including 8 auditors, and offshore IT Security contractors.
* Provided detailed audit findings to executive leadership of global risk profile and governance status.

KEY RESULTS:

* Negotiated with senior management on audit findings and recommendations, resulting in $300,000 budget for control enhancements.
* Organization earned ISO 27001 compliance.

**Synerg8 Consulting | Derby, CT | 2017 to 2018**

***Cloud Migration IT Audit Manager***

* Led a team of eight IT auditors and oversaw the completion of audits within set compliance project deadlines.
* Identified IT compliance issues related to systems and workflow to ensure regulatory compliance controls are appropriate and operational.
* Managed evaluation of IT general controls in cloud infrastructures to meet IT SOX compliance mandates.
* Defined IT audit strategies, incorporated data analytics in O365, Azure, AWS, and Google cloud to identify key risk areas.
* Led the coordination and remediation efforts for compliance activities related to IT SOX compliance annual SOC 2 and SOC 3, HIPAA, NIST, and other compliance assessments.

KEY RESULTS:

* Developed and implemented cybersecurity policies, leading to increased security detection in client cloud environment by 42%.

**Edible Arrangements/Netsolace Inc. | Wallingford, CT | 2016 to 2017**

***Global IT Infrastructure Manager***

* Charged with providing GRC leadership, strategic vision, and roadmaps to both infrastructure and desktop teams, fostering innovation and leveraging IT trends to create business value aligned with organizational needs.
* Guided effective IT risk strategies, identity and access management, and privacy policy governance, revealing 77 potential risk areas.
* Tasked with developing and implementing a comprehensive disaster recovery architecture to sustain global operations and adhere to new business continuity and PCI compliance mandates.
* Upheld security plans, ensuring information security, control structures of data, network access, and backup systems, as well as disaster recovery procedures in Windows Server and SQL environments, reducing downtime by 20%.

KEY RESULTS:

* Achieved PCI-DSS compliance for a Global Brand within 10 months.

**Cyber Synergy Inc. | Shelton, CT | 2015 to 2016**

***IT Audit Consultant***

* Championed the execution of client IT audit project initiatives, exercised control over project-related budgets, and managed consulting teams and vendor relationships improving audit efficiency by 40%.
* Led risk assessments and documentation of security processes (secure software development, application security, data protection, cryptography, key management, identity and access management, network security) within SaaS, IaaS, PaaS in cloud environments.

KEY RESULTS:

* Attained maximum value from streamlining audit processes, creating detailed work papers, improving efficiency and reducing overall project time on each audit engagement by 57%.

**EARLY CAREER**

**Eaton Partners, LLC, Rowayton, CT, 2010 to 2014 – *Information Technology Officer***

**Eaton Partners, LLC, Rowayton, CT, 2008 to 2010 – *Technology Manager***

**Taleo Corporation, New York, NY, 2004 to 2008 – *Implementation Manager***

EDUCATION AND CREDENTIALS

* Bachelor of Science (B.Sc.) in Information Technology Management | Southern New Hampshire University, Manchester, NH

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

* **CISM**, **CISA**, Certified Identity and Access Manager (**CIAM**), Certified Artificial Intelligence Security Practitioner – **CAISP, CCNA**
* Agile Project Management and Lean Six Sigma Green Belt Certifications – UCONN School of Business – (CITI)

ADDITIONAL INFORMATION

**Technical Proficiencies:** ServiceNow GRC, AI Security and Governance, Active Directory audit, ISO 27001:2022, COBIT, HIPAA, NIST 800-53, PCI-DSS, SOX, FINRA, Vulnerability assessment (Application, Cloud, Network, Systems), Splunk, Highbond, RSA Archer, Tenable, SIEM, AWS, IAM, SQL.