## David Ftacnik

IT Director Of Infrastructure And Security @ Infinity Energy Inc.

Email: g2r-wd8-rs1@mail.dice.com

Phone: 9165295407

Summary

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| --- | --- |
| Previous | Sr. IT Manager @ Reviver |
| Preferred | Chief Information Security Officer |
| Location | Lincoln, CA, US |
| Desired Work Settings | No Preference |
| Willing to Relocate | No |
| 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 - Independent |
| Total Experience | 16 years |
| Education | Associates @ Heald Institute of Technology |
| Profile Source | Dice |
| Profile Downloaded | Monday, December 9, 2024 |

David Ftacnik

<https://www.linkedin.com/in/david->

Chief Information Security Officer  
Multi-CLOUD INFRASTRUCTURE | COMPLIANCE | RISK MITIGATION

A technology leader that is solution oriented with 20+ years of IT experience driving the latest industry standards and successfully applying leading edge technology solutions that are cost effective and scalable. Leveraging NIST CSF, cyber security frameworks, to help with risk management and compliance such as SOC2, PCI DSS, CCPA and GDPR. Streamlined processes by standardizing proven policies and IT solutions for a billion-dollar corporation impacting supply chain, engineering, finance, and executive branch. Proven hands-on multi-cloud administration experience. Effective in project management. Accomplished taking projects from concept, to launch to completion for both onsite and remote environments. Experienced in interpreting complex technical information to non-technical staff and clients. Work closely with consultants and vendors to negotiate strong Scope of Work Contracts. Extensive background managing global technology migration and integration projects across multi-organizational and cross-cultural teams. Credited with the ability to affectively mentor team members and project affiliates. Openminded to ideas, value listening and enjoy helping others solve issues. Believe in creating an inclusive culture in line with company values.

Professional Experience

**INFINITY ENERGY INC. 3/2023-Currently**

***IT Director of Infrastructure and Security***

Infinity Energy is the 8th largest Solar Installer in the country. They have 600 employees and 2,400 contractors. I report to the CEO, and I am responsible for on premise IT infrastructure and security of O365, Azure and NetSuite ERP. The IT department was 350 IT tickets behind and in distress. My job was to assess the $2.2 Million Budget and make cuts where waste or overlap appeared. The organization lacked documentation and scalable process.

* Reduced IT budget in the first six months by 23%
* Moved to a more automated IT ticketing system (Kaseya BMS)
* Documented processes to standardize and save time for helpdesk.
* Reduced Company Software Subscriptions Cost by 35%
* Started Change Control Meetings and other NIST 800-53 Disciplines and Controls
* Administering O365, Azure, Intune, Vonage VBC and VCC, NetSuite
* Increased Microsoft O365 Security Score from 46% to 74%
* Implemented ControlOne Cloud Firewall
* Created Computer Hardware Standards
* Implement IT Notification for the Organization

**REVIVER *2/2019 -3/2023***

***Sr. IT Manager***

Reviver is a mature start-up pioneering automotive digital license plates for the North American market. I report to the CEO, and I am responsible for all aspects the Information Technology, including DevOps and Cyber Security, IT Operations, Compliance, and numerous business projects. I work closely with the Head of Engineering, CFO, EVP of Sales HR, and other department heads. I oversea the technical team with both internal and outsourced resources.

* Plan, budget, and Manage Azure, AWS, and Google Cloud Infrastructure
* Working with AWS Partner Consultants to Re-Architect Reviver’s Platform from EC2 to Kubernetes
* Managing DevOps Engineering Meetings and Company Change Control Meetings
* Reduced Company Software Subscriptions Cost by 35%
* Achieved PCI DSS Compliance for 2020 and 2021
* Administering O365, D365, Azure, Exchange, Teams, SharePoint, Google Cloud, Atlassian, and HubSpot
* Implemented two MDM, Intune (Microsoft Endpoint Manager Protection) for PC’s and Kandji for Mac’s
* Migrated from Zendesk ticketing system to HubSpot Business Hub and Service Hub
* Migrating eCommerce from Magento to Microsoft D365 eCommerce and AirCall to Amazon Connect
* Manage Company’s DNS in AWS and SSL certificates via NameCheap and internal Certificate of Authority
* Implemented Cisco Meraki Network, Avast AV, Vonage, and AirCall VOIP Phone Systems, HubSpot and AirCall
* Streamlined onboarding and offboarding of personnel in O365, D365, G-Workspace, Atlassian, and HubSpot to pass Grant Thornton 2020 and 2021 audits
* Setup policies that comply with NIST Written Information Security Program utilizing latest Cybersecurity Framework

**VERIFONE** ***7/2008 – 2/2019***

***IT Operations North America Manager***

Verifone shortly after I joined became the electronic point-of-sale global leader. I reported to the America’s IT Director, and I was responsible for the IT Infrastructure for 12 North American Offices. We virtualized all office servers with VMware and Hyper-V to lower cost and to provide redundacy. We implement two MDM solutions SCCM and JAMF. I also frequently traveled abroad as part of the acquisition technical team when Verifone was buying companies.

* Planned, budgeted, and managed IT portion of site buildouts and upgrades from budget to implementation phase
* KPI’s and Metric oriented management of remote and onsite support team to affectively to assure site infrastructure health and efficiency of 12 North American Offices
* Mentored 11 employees and trained the team the necessary IT site support skills to effectively support the business
* Developed standard templates for IT infrastructure build-outs schema based on site requirements, size, and budget
* Cooperated with other regions to develop Global IT corporate standards
* Globally administered SCCM, CompuTrace, JAMF Pro and Druva Backup to manage end-user assets
* Helped the team improve IT ticket SLA’s by analyzing data, reviewing team, and recommending alternate actions
* Managed vendors from RFQ to implementation

Education & Development

**Associated of Applied Science Degree in Electronic Technology with 3.82 GPA**

**AWS:** AWS Secrets Manager -SEC204, Amazon EKS Immersion Workshop-CON207, Best practices for disaster recovery of workloads on AWS-WAR303, Migrating to Amazon DynamoDB from an RDBMS-DAT308, Using AWS Key Management Service for data protection-SEC303, Develop your ML project with Amazon SageMaker-AIM216, Threat detection operationalization with AWS security-SEC201

Boost application performance on Amazon RDS with Amazon ElastiCache-DAT205, Amazon Connect 2-Day Workshop

**Microsoft Education:** Network Essentials – 70-058, Windows 2000 Professional – 70-210, Planning and Managing Windows 7 Desktop Development and Environments -6294, Administering System Center 2012 Configuration Manager – 10747A

Windows Server 2008 PKI and Certificate Security

**Program Management Profession:**

Program Management Professional (PgMP): A Certification Study Guide with Best Practices for Maximizing Business Results

**CRM and Service Desk:** Zendesk Administration Workshop, HubSpot Business Hub and HubSpot Service Hub Administration

**ERP:** Oracle 11i User Training, D365 Finance and Operations Administrations

**Telecom:** Zendesk Voice Administration, AirCall for HubSpot

**DevOps:** Jenkins, GitHub, CI/CD Pipelines, Jetty, Kafka, Spark Apache, AWS EMR, Docker Containers, Terraform, Elastic Search, Grafana, Prometheus, PostgreSQL, OpenVPN

Technical Proficiency

**Cloud Systems:** O365, Azure, AWS, GitHub, Google Workspace, Google Cloud, Atlassian for JIRA and Confluence, Stripe

**Operating Systems:** DOS 6.22, WFW 3.11, Win NT 3.51-4, Win 9.x, OS2, Win XP, Win 7-10, HPUX 10.2 -11, Win Server 2000-2016, Win CE, Win PE, MacOS, SCCM 2012R2, VMWare, Hyper-V, Mac OSX, iOS, Android

**Software:** MS Office, SharePoint/Teams, D365 FnO, VS Code, GitHub, SQL Server, VMware, Hyper-V, VirtualBox ServiceNow, SNOW, Salesforce, Confluence, JIRA, SolarWinds, Zabbix, Wireshark, PUTTY, Jetty, Spark, OKTA

**ERP and CRM and Logistics:** HubSpot, D365 FnO, Oracle, xCarrier, UPS WorldShip, FEDEX Ship Manager, Zebra Printing, Motorola MC9090 Scan guns

**Hardware Support:** Dell Latitude, XPS, and PowerEdge, ShoreTel, Avaya, APC UPS and ATS

**Network and Telecom Support:** Cisco, Juniper, Juno Pulse VPN, Cisco AnyConnect VPN, ShoreTel, Avaya

**Facilities Engineering:** Server Room Design, HVAC Calculations, Power Plans, Space Planning

**Technical Writing & Training**: How-To’s, IT Announcements, Corporate Policies

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**Sacramento CIO/CTO Roundtable** - 45 Plus Technology Leaders that meet every 6 to 8 weeks.

**Eric Wilson**, Technology Advisory, CIO/CTO, Operations Executive <https://www.linkedin.com/in/ericfgwilson/>

**Siva Saravanan**, Chief Digital Officer | Board Director <https://www.linkedin.com/in/sivasaravananit/>