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# INFORMATION TECHNOLOGY and PROGRAM MANAGEMENT PROFESSIONAL

Dedicated hands-on Information Technology Leader responsible for ensuring investments and resources are secure, compliant, and align with business goals and objectives. Demonstrated in-depth proficiency with IT Security, Operations, Cloud Architecture and Integration, Risk Management and Compliance, UI/UX, and Program/Project Management. Focused on ensuring the business and IT are in sync and secured, strategically and tactically, using a flexible People, Process, and Technology framework combined with Discover, Design, Develop, and Deploy methodologies. Cross-functional leader establishing relationships for better partnerships.

# CORE COMPETENCIES AND PROVEN EXPERIENCE

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| --- | --- | --- |
| * **Strategic** Planning to Tactical Delivery | * **Program** and Project Management | * **Collaborative** Leader |
| * Cybersecurity, Root cause analysis, Breach/Security/HIPAA/PCI **Audits** | * Technical, Solution, Application, Infrastructure **Architecture** | * Designing, Implementing and Governing **Operations** |

# PROFESSIONAL EXPERIENCE

## Ruffalo Noel Levitz: Security & Compliance Manager, Infrastructure Director (06/2023 – Present)

Responsible for all audit, compliance, and security related solutions, policies, and processes. Within 12 months reduced attack surface by 50% (>700 devices), increased Bitsight score from 710 to 780, and lowered overall CVSS risk. Responsible for all GCR and audit reporting of HECVAT, VPAT (UI/UX), PCI DSS, NIST, CISA, and TX-RAMP using Rapid7, Megaplanit, Bitsight, InfoSecIQ, Abnormal Security, DataDog, many AWS tools and solutions, and Microsoft Tools (Entra, Azure, Intune, Purview, Defender). Redesigned security program using statistical analysis of information security, vulnerability management, and SIEM data to create monthly metrics and dashboard reports. Reported risk and monthly reports to stakeholders for risk and remediation management, trends, efforts, and results from multiple sources in various formats within merged data sets. Full audit, review, and overhaul of hardware (technical debt), firewall configurations, VPN and network profiles, access control lists, respective devices, and contracts. Created and governed Asset Management solution for Devices, Databases, DNS, VPNs, Certificates, and Client Locations integrated within SharePoint, Excel, and PowerBI. Secured all endpoints (server and workstation, Windows, Linux and MacOS) ensuring hardware meets application requirements. Reconfigured InfoSec and Infrastructure tools including Python scripts for Vulnerability Management, Monitoring, SIEM/SOAR, IDS/IPS, Identity and Access Management (IAM), and Risk Register. Brought together DevOps SDLC (Agile/Jira) and ITOps (ITSM/ServiceNow) using ITIL Framework for IT Service Delivery and Management combined with a people-first collaborative approach. Reduced alerting email ‘noise’ and automation APIs for ticket creation. Redesigned Security architecture with heavy networks segmentation ensuring separation of CHD and PII for compliance. Created BYOD policy to confirm with 100% remote workforce including offshore resources using mix of Windows, Linux, and MacOS. Lead migrations from on Prem to Cloud based (AWS, Azure) solutions.

## South Jersey Industries (SJI): Infrastructure and Security Manager (07/2022 – 03/2023)

Responsible for all IT/OT SCADA Infrastructure rebuilding team into structured focus areas for Compute, Networking, Storage, Patching, Telecom, Telephony, and support. Strong partner/vendor management with core technologies: Cisco Networking; Fortinet Security; VMware VCenter; Rubrik; Citrix; Linux; and Microsoft Windows, SQL, SharePoint, Azure and M365. Migrated team from mostly reactive to proactive by optimizing and enhancing notifications and alerts using SolarWinds and Service Now including >240 Circuits with multiple Carriers at >100 locations with redundant connectivity to 2 Data Centers. Responsible for flexible direct employee and negotiating contractor time assisting leadership and PMO with Capital and Operational projects and programs including: Facilities; TSA\TCIP; LNG\RNG; upgrades\enhancements; Audits; Partner and Vendor Management. Responsible for all tickets and escalations including Sev1 outages and Root Cause analysis using ServiceNow for ITIL based Service Management and Delivery. Managed highly matrixed team across all lines.

## LIO Insurance: AVP Program Delivery (11/2021 – 04/2022)

A start up Insurance company combining deep insurance expertise with state-of-the-art digital capabilities providing a unique and pleasant insurance experience. Led Data Science initiatives, external collaborative solutions, and internal collaborative strategic planning and delivery using SharePoint, Teams, Okta, and Atlassian (JIRA and Confluence). Migrated new projects to IT and supported Portal initiatives.

## Talkiatry: VP Infrastructure, Director Product Management (11/2020 – 11/2021)

A committed start up telepsychiatrycompany targeting the behavioral health crisis by redefining how patients access and receive psychiatric care. Responsible for stabilizing, securing, and scaling all technology from on-prem to 100% Cloud based infrastructure allowing for 100% remote work leading (8) direct reports.

* Strategic Planning & Tactical implementation of agnostic client operating systems and devices (Windows, Mac, Android, and iOS) as part of BYOD with established partners (Dell, Lenovo, Microsoft, Apple, Google)
* Managed IT operations, security and compliance including Partner\Vendor Management; System performance; Security audit and compliance; Strategic planning and Tactical delivery. Mentored staff to adopt and establish relationships and successfully achieved PCI compliance with HIPAA/HITECH focus.
* Implemented strategic directive to “keep it simple” enabling 100% telework\telepsychiatry using 100% cloud infrastructure. Endpoint connectivity secured to\from SaaS, IaaS, PaaS solutions for Sec\IT\Dev\TechOps.
* Migrated from Google Cloud\Workspace to M365\Azure setting up scalable foundation growing from 21 to over 100 employees within 6 months, with plans to double by 2Q22. Hired all technical personnel, mentoring growth for Director, Senior Analysts, EHR Analysts, and Help Desk Analysts.
* Initial setup M365\Azure policies, profiles, Enterprise Apps, SSO\SAML, Exchange, VDI, MDM, Endpoint, Defender, and OneDrive. Increased security profile from 25% to over 80% within 2 months.
* Implemented Zendesk with Microsoft Teams and Atlassian Jira Service Management.
* Implemented custom HL7 interfaces for DFT, ADT, SUI, ORU, and SFTP.
* Designed first Strategic Program plan utilizing highly matrixed resources across all lines of business within a fast-paced high rate of change startup environment.

## City of Philadelphia, Dept of Public Health: Infrastructure and Security Architect (10/2012 – 06/2020)

Program Leader managing Electronic Health Records for Health Commissioners Office, Ambulatory, Lab, and Prisons. Responsible for Enterprise Architecture, Security, Healthcare Compliance, strategic planning, and Program\Projects using effort-driven plans. By establishing strong partnerships, extended a negotiated role of Security\solutions architect and Program Manager to other departments including Air Management, Medical Examiner’s Office, and the OIT with cross-functional leadership and collaborative partnerships.

* Created conceptual, logical, and physical architectures using data driven Visio diagrams hosted on SharePoint. Used by City OIT for broader design, support, and architectural\infrastructure construal.
* Managed all Assets (computers, peripherals, servers, network, interfaces) for risks, FW\VPN, Proxy rules and exceptions. Frequently asked by City\Health IT for inventory and design to be used for larger related projects. Assisted OIT by being one of the first to migrate from on-prem to O365 (AD, Exchange, OneDrive)
* Managed EHR Program for Health and Prisons including all IaaS, PaaS, SaaS solutions and partners.
* Culture change agent moving from a reactive support model to proactive support services and delivery operation. Cultivated strong relationships at all levels from line staff to provider Doctors and City officers, to successfully champion change, manage crises, outages, and bridge competing management priorities.
* Responsible for all Privacy and Security including IT Policies, 3rd party access, Compliance & breach audits
* Designed monthly Security, Operations, and Application Metrics: identified trends and anomalies; performed HIPAA, Privacy, security, SRA, and audit compliance also used for Risk and Impact mitigation planning. Created compliance policies and metrics for monthly and annual reporting supporting NIST SP800-66,30.
* Redesigned and migrated SharePoint Intranet. Built solutions for 3rd Party Audit, Outages, Training and Support, PMO Archive, and Search using taxonomy driven libraries.
* Rearchitected Radiology and Mammography ADT, ORM, ORU integration. Production support for escalated program issues, security and breach incidents, application errors, and environment outages.

## FirstLab, Genomind, RID Ventures: CIO (03/2011 – 08/2012); IT Product Management

Responsible for all IT strategy and product development including security, budget, support, operations, and compliance for 3 companies with over 150 employees at 3 primary locations and over 20 remote offices. Directly managed a team of 15 transitioning from reactive to proactive support and development. Bridged the gap acting as liaison with Operations leads, Legal, HR, Application Owners, and Account Management.

* Amended Security, Privacy, and Technology Policies; Created initial Business Continuity and Disaster Recovery plans; Secured Infrastructure passing compliance, vulnerability\penetration tests, and audits (PCI DSS, HIPAA, HITECH). Obtained Certified Third-Party Administrator (C-TPA) status by SAPAA.
* Moved applications, data, and services to SaaS model; implemented 24x7 support for global operations.
* Designed and implemented highly resilient and scalable infrastructure using a hybrid-private cloud solution with VMware virtualizing 80% of physical hardware, reducing annual hardware spend by $200K.
* Achieved Microsoft Silver Partner status yielding $75K annual savings and increasing operational efficiency.
* Architected and implemented process driven solution from Sales to Operations saving >$250K.
* Built a high-performing geographically diverse team of engineers, operations, and contractors.
* Created Strategic Plan, Product Roadmap, and Clients helping Client Program by analyzing goals and priorities from cross-functional teams and collaboration with Sales, Marketing, Finance, and Customers.
* Customer focused mindset improving customer satisfaction help desk by 20% within 1 year.

## CIGNA: Solutions Architect, Program Manager (04/2009 – 03/2011, 11/2004 – 04/2006)

Governed Risk Management and Mitigation for Privacy, Audit, Federal Reform and State mandated compliance. Formulated ROI tools for integrated Data warehouse campaigns and managed User Experience (UI) research. Designed Capacity Model for Underwriting forecasts, trending, resource planning, and application-issue ratios saving up to $200K per quarter. Implemented and governed Services Oriented Architecture (SOA) as part of a Strategic Roadmap, documenting the Business Area Architecture for process and entity modeling. Successful implementation of [Siebel CRM package](https://www.youtube.com/watch?v=W5_tp3BiU5Y) for Account and Client management leading a team of 35 from concept to production replacing 4 legacy systems with enhanced processes, security, and Account performance.

## Canon: Technology Solutions, Solutions Architect\Program Manager (04/2006 – 04/2009)

Directly managed People, Process, and Technology as a Senior Technical Architect and Microsoft.NET Instructor participating in projects as a developer, solutions architect, project manager, and advisor for application and infrastructure evaluation, design, implementation, and integration. Partnered with Microsoft as product evangelist and subject matter expert for Microsoft solutions. Defined business requirements into technical specifications for project including: VB5 to VB6 migrations; central code library creation; establishing standards and best practices. Project experience includes: Smart Card Tracking; Security Auditing; Microsoft.NET readiness and migration; Document Management; and SharePoint. Microsoft SharePoint presenter and instructor for Solutions and Administration.

## CDI Corporation: Senior Manager and Technical Architect (04/2002 – 11/2004)

Directed People, Process, and Technology for IT Functional and Project Outsourcing reporting directly to the Vice President. Key responsibilities: Consulting Division Program Manager; Strategic planning of product, placement, pricing, and promotion for outsourced Help Desk and Desk Side Support services; Recruiting, retention, and management of staff; Identifying, negotiating, establishing and managing partner relationships; Financial analyst for bids and proposals. Generated $15M of new business with strategic and tactical plans; set and accomplished 1+3-year goals ahead of schedule. Developed sales pipeline, operations tracking and forecasting using SharePoint. Microsoft Partner Manager, Technology Leadership and Enterprise Integration SME. Established follow-the-sun program for IBM support Operations with geographically diverse HR, Legal, and Privacy practices and standards. Large scale project implementations with a people-first approach, ensuring support resources as well as best user experience possible

## Micro Endeavors: Senior Technical Architect and Microsoft.NET Instructor (07/2001 – 04/2002)

Senior Technical Architect and Microsoft.NET Instructor in projects as a developer, solutions architect, project manager, and advisor for application and infrastructure evaluation, design, implementation, and integration. Defined business requirements into technical specifications for: VB5 to VB6 application migration; central code library; establishing standards and best practices. Project experience: Smart Card Tracking; Security Auditing; Microsoft.NET readiness and migration; Document Management; and SharePoint.

## Computer Sciences Corporation: Consulting and System Integration, Principle, Sr. Technical Architect. (07/1994 – 06/2001)

Started as Associate Business Analyst with focus on process engineering and business case/requirements analysis and design moving into Technical and Project Manager Roles. Transcended to Senior Technical Architect for CSC Consulting. Healthcare industry experience with Johnson and Johnson, DuPont, Red Cross, and IBX. Chemical and Energy Industry experience with PECO, PP&L, DuPont, DDE, and Equiva. Manufacturing experience with Safeguard Business Systems, Antioch Publishing Company, Creative Memories, PMI, and DuPont. Entered as an Associate with steady promotion to Senior Consultant as a Technical Architect. Lead the Internet Special Interest Group in designing, developing, and implementing the Community Intranet, and Extranet.

# EDUCATION, CAREER DEVELOPMENT, COMMUNITY

**West Virginia University:** Bachelor of Science, Business Administration, Operations Management

**Professional Affiliations, Certifications, and Awards:** Microsoft Certified Professional (MCP 943516), Azure AZ900 Certified; Institute for Electrical and Electronics Engineers (IEEE #40249910); Association of Internet Professionals (AIP #010837); Project Management Professional (PMP ID 485396); IT Infrastructure Library (ITIL) Foundations Certified; Front Line Manager certified (DDI)

Actively Seeking CISSP certification

**Additional Business Competencies:** Catalyst and 4D Methodologies; Help Desk Institute (HDI); Microsoft Operations Framework & Solutions Foundation; CPS/PMP certified; Rational Unified process (RUP); Search Engine Optimization (SEO) and Marketing (SEM); Business Systems Analysis and Redesign (BSAR); Entity Relationship Modeling/Design; Business Process Modeling/Redesign; Data Modeling and Relational Design; Senn Delaney Leadership; PMI Scheduling and Risk Management; Web\Data Analytics; Insight Analysis.