

JOHN SHEPARD, MBA, CISSP

PROFESSIONAL SUMMARY

Senior security and cloud analytics leader (CISSP, CISM, MS Cybersecurity, MBA) with 9+ years delivering mission-critical IT, data, and product outcomes for DHS and DoD (USMC). Led AWS platforms, Databricks pipelines, and QuickSight/Qlik dashboards that inform command-level decisions. Active U.S. Secret Security Clearance. Former DHS Service Desk Manager and SaaS Product Owner; specializes in secure-by-design delivery, IAM, and agile roadmaps.

*** Signature Strengths:** AWS Security/IAM, Data Engineering (Python/SQL/Databricks), Dashboard Design (QuickSight/Qlik), ITSM Leadership, DISA STIG/NIST Compliance.

WORK HISTORY

SR. DASHBOARD ANALYTICS SME | APPIAN DEVELOPER 06/2023 to 09/2025

NexGen Data Systems, Inc., North Charleston, SC (Remote)

- Led development of interactive QuickSight and Qlik Sense dashboards using GCSS-MC and TFSMS, enabling command-level visibility into operational and materiel availability and accelerating decision cycles (e.g., daily to near real-time).
- Built and maintained Databricks ETL pipelines in Python/SQL to ingest and transform logistics data into a centralized analytics repository, improving data reliability and reuse.
- Partnered with AWS and Appian engineers across MCBOSS and Advana to standardize data models and dashboard UX patterns, improving adoption and consistency.
- Identified and resolved a critical data ingestion error that generated duplicate records in historical tables, restoring data integrity and ensuring the accuracy of longitudinal analysis.
- Instituted data quality checks and governance patterns (validation, schema enforcement, lineage) that reduced rework and support requests and prevented recurrence of duplicate records.
- Drove agile ceremonies and backlog prioritization, translating stakeholder needs into user stories and acceptance criteria; delivered on fixed government release dates.

PRODUCT OWNER & CLOUD ENGINEER 04/2020 to 12/2022

Percentric Technologies, LLC dba Gnybble, Norfolk, VA (Remote)

- Engineered and administered the full AWS infrastructure for a SaaS product, achieving a consistent uptime of 99.9% and ensuring fault tolerance for highly available production deployments.
- Authored and managed the product roadmap for the PercyMD healthcare communication app, coordinating two development teams and successfully increasing the bi-weekly release cadence by 25% over nine months.
- Designed and enforced a comprehensive suite of security controls (IAM, MFA, CloudTrail) across all IT assets and data, achieving and maintaining HIPAA compliance and passing all internal audit requirements.

- Optimized AWS resource allocation and architecture following security reviews, resulting in a double-digit percentage reduction in monthly cloud compute costs while preserving high-availability and security posture.

SERVICE DESK MANAGER | PROMOTION 01/2017 to 01/2020

Federal Law Enforcement Training Centers, Glynco, GA

- Directed a DHS Enterprise IT Service Desk team of 16 employees, providing Tier 1/2/3 support and workstation security for over 5,000 staff and students across 6 federal locations.
- Spearheaded and led the vulnerability management, OS hardening, and configuration management initiatives for end-user IT assets, significantly bolstering the DHS security posture.
- Secured and validated the endpoints for two key enterprise initiatives: the Office 365 migration and the government-mandated Continuous Diagnostics and Mitigation (CDM) implementation.
- Mandated and implemented DISA STIGs across thousands of Windows 10, Google Chrome, and Microsoft Office instances, resulting in a quantifiable reduction in system security risks.
- Collaborated with ISSOs to identify systemic risks and developed Plans of Action and Milestones (POAMs), directly supporting security accreditation and mitigating high-priority vulnerabilities.

HELP DESK SPECIALIST 05/2016 to 12/2017

Federal Law Enforcement Training Centers, Glynco, GA

- Improved the data recovery process for encrypted drives, resulting in a documented 75% decrease in recovery time and significantly enhanced user productivity.
- Developed and implemented policies for Mac OS X security hardening in accordance with Department of Homeland Security guidelines and NIST SP 800-179.
- Performed core Identity and Access Management (IAM) tasks in Active Directory (AD), including identity verification, account management, and troubleshooting complex PIV/Kerberos/VPN/certificate issues.
- Provided critical Tier 1/2 support, responding to tickets and escalating issues, directly informing the development of new policies and procedures for the Service Desk Manager role.

EDUCATION

Western Governors University, Salt Lake City, UT

Master of Science, Cybersecurity & Information Assurance, 02/2024

MBA, IT Management, 10/2022

Georgia Southern University, Statesboro, GA

BBA, Economics & Finance, 2007

CERTIFICATIONS

- **ISC2** - Certified Information Systems Security Professional (CISSP)
- **ISACA** - Certified Information Security Manager (CISM)
- **AWS** - Certified Solutions Architect – Associate

- **CompTIA** - Advanced Security Practitioner (CASP+), PenTest+, Cybersecurity Analyst (CySA+), Security+, Project+, Data+
 - **Scrum Alliance** – Certified Scrum Product Owner (CSPO), Certified Scrum Developer (CSD)
-

SKILLS

- **Cloud:** AWS (Solutions Architect - Associate), IAM, VPC, EC2, S3, Redshift, CloudTrail
- **Security & Compliance:** CISSP, CISM, DISA STIGS, NIST, HIPAA, POA&M, Vulnerability Management
- **Agile/Product:** Scrum, Kanban, Jira, Confluence, Product Ownership, SDLC
- **Data/Analytics:** Python, SQL, Databricks, QuickSight, Qlik Sense, Appian, Power BI, Tableau
- **IT Operations & ITSM:** Service Desk Management, Active Directory, IAM, PIV/Kerberos, OS Hardening