

DEPUTY MAINTENANCE MANAGER

Executive Summary

A result oriented ICT Risk and Security professional with a combination of both Technology Business Analysis, IT Risk, IT security control monitoring experience having 6 years under information technology (combined banking and telecommunication industries), 2 years IT Risk and Business analysis and 4 years IT Risk and Compliance. As an ambitious and hard-working individual, I design and implement both management and technology controls. I handle multiple tasks on a daily basis competently, working well under the pressure. I would welcome the opportunity to discuss my suitability in more detail.

Professional Experience

Deputy Maintenance Manager Amentum

- Role Description Tracking and management of maintenance contracts between the corporation and the clients.
- Ensure service level agreements are adhered to.
- Duties & Responsibilities Maintenance contract management, SLA development, implementation and management Key Achievements Top achiever in performance for the section.

Senior IT Security Officer/ IT Business Analyst Texas Health & Human Services Commission

- Role Description Deploy a secure network via mobile network operators (GPRS) to provide offsite ATM and merchant, agent and branch Point of Sale connectivity for the bank.
- Centrally manage endpoint security for the enterprise environment Manage secure transfer of card holder information between the bank and its vendors, secure internal transfers of card holder data between different sections of the Bank.
- Implement end to end remote security for routing devices using IPSEC /VPN, DM-VPN Championed the migration of the IP scheme from the use of a limited scope of IP to a more scalable private IP addressing scheme.
- Manage digital certificates (SSL Certificates, PKI) for all internet facing alternative banking channels of the bank Manage the VISA (card brand) independent vulnerability assessments for the Bank.
- Manage the perimeter firewall for the Bank.
- GPRS/ Edge) to provide offsite ATM and merchant, agent and branch Point of Sale connectivity for the bank.
- Develop and maintain central endpoint security systems for the enterprise environment to prevent malware and virus infections.
- To develop and manage secure solutions for the transfer of card holder information between the bank and its vendors, secure internal transfers of card holder data between different sections of the Bank.
- To develop and implement end to end security for routing devices using IPSEC /VPN, DM-VPN solutions.
- Championed the migration of the IP scheme from the use of a limited scope of IP to a more scalable private IP addressing scheme by introduction of network segmentation.
- To manage digital certificates (SSL Certificates, PKI) for all internet facing alternative banking channels of the bank To manage the VISA (card brand) independent vulnerability assessments for the Bank in line with industry regulatory requirements.
- To manage the perimeter firewall for the Bank and ensure regular reviews are done in order to enable business objective attainment.
- Key Achievements Business IT alignment, Incident and Change management processes, System classification.

Manager - I ZANACO Bank PLC

- Role Description Management of IT Risk involving creation of operating procedures, IT control design, continuous monitoring and maintenance of controls to ensure compliance and continued support of business objectives.
- IT risk strategy formulation.
- Engaging of both business and IT teams to ensure aligned goals for the business.
- Develop and execute governance framework and processes for classification of data in line with Availability, Integrity and Confidentiality (A.I.C) to ensure business engagement in key technology decisions.
- Manage the IT Risk and Security function by taking the lead role in planning, control and budgeting in line with the bank's business objectives.
- Staff coaching and motivation to ensure the individual attitudes remain focused towards achieving organizational goals Delivered governance for the bank information asset and ensured that accountability and responsibilities remained clear.
- Worked with teams to adopt and implement COBIT and ITIL frameworks.
- The ITIL included all the individual processes involved, i.e.
- incident and problem management process, change management process, release management and service delivery management.
- Developed the IT Risk approach for the bank which has ensured a structured approach to analyzing technology and people risks.
- Developed access control management which ensured a role based access to technology, segregation of duties, ensuring compliance, minimize chances of error and fraud.
- Managed teams in formulation, review and implementation of procedures, processes to guide technology utilization.
- Developed technology controls for key databases and applications which provided assurance to the business.
- Developed IT risk and security awareness training program and made regular presentations to managers and staff at different levels.
- Regularly planned and organized risk assessments on technology including vulnerability assessments, penetration tests end to end.
- Developed action plans and engaged teams in ensuring results of IT risk assessments are closed as guided by policy.
- Regularly provided an independent view to top management on technology risk for the bank.
- Developed and implemented key management procedures in line with regulatory requirements.
- Regular monitoring of systems for compliance checks to ensure patches are applied timely, Anti-Virus solution updates.
- Actively involved with implementation of controls for attainment and maintenance of PCI DSS requirements.
- Key Achievements Governance on IT system, Alignment process for the business and IT, I.T Risk Management, Risk Assessments,

Encryption Key Management.

I.T Network and Hardware Engineer ZANACO Bank PLC

- Role Description Over site role on the banks WAN, LAN and hardware environment to ensure optimal performance of the banks business Duties & Responsibilities Managed Network, Software and hardware support for the Bank Configuring routers and switches for deployment.
- Administered the firewall for the bank and developed competencies on checkpoint, Cisco ASA and Pix Firewalls.
- Managed the banks' enterprise Anti-Virus Administration solution.
- Implemented VPN and associated procedures for remote business partners and offshore support connectivity.
- Key Achievements Redesigned the network to improve performance, increase the network IP scope.
- High performance rating for the section.

Education

Master of Business Administration (MBA) 2013 Eastern and Southern Africa Management Institute

Bachelor of Engineer : Telecommunications and Electronics 2004 The Copperbelt University Telecommunications and Electronics

Certifications

OTHER INFORMATION Leadership Award under MBA, Certificate of Competence in Transaction Payment Security REFERNECES

Mwangala Muyoyeta Palale (Mrs.) Head - Information Technology ZANACO Bank PLC

Interests

Completion Date: 2014 Qualification: CCNA (Cisco Certified Network Associate) Awarding Body: CISCO Inc. Completion Date: 2012

Qualification: CEH (Certified Ethical Hacker) Awarding Body: EC- Council Completion Date: 2015 Qualification: Microsoft Certified Professional

(MCTS - Active Directory, MCTS - Exchange, MCTS - ISA) Awarding Body: Microsoft Completion Date: 2013 Qualification: Postilion

(Transaction Security, Realtime, EMV) Awarding Body: Postilion Vendor Training Completion Date: 2013

Additional Information

- Awarding Body: ISACA Completion Date: 2014 Qualification: CCNA (Cisco Certified Network Associate) Awarding Body: CISCO Inc. Completion Date: 2012 Qualification: CEH (Certified Ethical Hacker) Awarding Body: EC- Council Completion Date: 2015 Qualification: Microsoft Certified Professional (MCTS - Active Directory, MCTS - Exchange, MCTS - ISA) Awarding Body: Microsoft Completion Date: 2013 Qualification: Postilion (Transaction Security, Realtime, EMV) Awarding Body: Postilion Vendor Training Completion Date: 2013

Skills

Anti-Virus, approach, A.I., ATM, banking, budgeting, C, Change management, Cisco, coaching, Interpersonal Skills, hardware, contract management, contracts, Encryption, clients, databases, Decision Making, delivery, Edge, Firewalls, firewall, GPRS, hardware support, Information Technology, IP, ITIL, LAN, Leadership, Leadership Skills, MBA, access, migration, enterprise, Network, organizational, PCI, PLC, presentations, processes, Risk Management, routers, routing, scheme, service level agreements, SLA, SSL, strategy formulation, structured, switches, view, VPN, WAN