CHIEF INFORMATION SECURITY OFFICER

Career Overview

Information Technology Information Assurance & Security Systems Professional with more than 20 years experience. Proven management skills with the ability to organize projects, improving team efforts, whether small or large, and positively motivates individuals and teams to produce. Security Solutions Expert with SIEM also active and passive IDS and IPS. Extensive development experience with all hardware, software, networks, security, e-commerce, end-to-end systems lifecycle development and end-user support. Project Manager with the ability to manage and complete multiple time-critical projects and adept with multiple tools, techniques, and technologies. Expert skills with Microsoft, Novell, UNIX, LINUX, all Microsoft Windows Server and Desktop Operating Systems ITIL, ISO27k, HIPPA, SOX, CoBIT, and applications. Expert troubleshooting, auditing, and analytical abilities. Accomplished with and have developed current and legacy computer and network hardware and software systems. Adept with interpersonal oral and written communication skills with both individuals and teams and at all levels throughout any organization. Adaptability to quickly learn and master any and all tasks or skills not already proficient with currently. Develops and promulgates short and long-term plans, policies, programs, procedures, and implementing guidance affecting IT equipment, software, personnel, and systems during every phase of development.

Qualifications

- Microsoft (MS) Windows Server, Terminal Services, SUS, IIS, MS Exchange Server, MS SQL Server, MySQL Server, Novell Netware, AIX UNIX, SCO UNIX, Red Hat Linux, Apache Web Server, SuSe, Ubuntu, BackTrack, Kali, and Fedora Linux.
- Desktop Operating Systems: All Microsoft Windows versions, DOS, MSDOS, MAC OS, UNIX, RedHat, Ubuntu, SuSe, Knoppix, and more.
- Networking: Novell DS, Microsoft ADS, LAN, CAN, MAN, WAN, TCP/IP, VLANs, IPX/SPX, TELNET, FTP, HTTP, DHCP, DNS, DDNS, ISDN, DSL, ADSL, T1, T3, OC-3, Frame Relay, MPLS, BGP, SMTP, ARP, NTP, SNMPv1,2c,3, RIP, Print Servers, and 802.11a/b/g/n Wireless.
- Optimization and Application Performance: Riverbed Steelhead, Granite, Cascade and Pilot, SCADA and Cisco WAAS.
- Computer Languages: C, C++, VISUAL C++, Java, TCL, HTML, DHTML, XHTML, VISUAL BASIC, COBOL, SQL, XML, BASIC, Perl, Python, TCL, MS PowerShell, and Scripting.
- PBX Phone Systems: Digital and Analogue, VoIP, INTER-TEL, Samsung, and MITEL.Â

- E-Commerce & Security: Cisco ASA, Botnet Filtering, Cisco PIX, Cisco Routers, Cisco Switches, Fortinet Fortigate, WatchGuard Firewalls,Microsoft ISA & TMG, Riverbed Cascade Express, Symantec Firewalls, Network General Sniffers, Norton, McAfee, SurfControl, Webtrends, Websense, NetFlow, sFlow, Proxy, PPP, PPTP, SSL SSH, NAT, VPN, Filtering, GRE, and IPSec.Â
- Internet: Microsoft IIS, and Apache Web Server.
- Desktop Applications: MS Project, MS Front Page, MS Visio, all MS Office, Corel Office, Adobe Acrobat, WorldOX, Mimsy XG, Peachtree, ADP, ADP CRM, OpenCAD, AutoCAD, TurboCAD and many other software packages.
- Hardware Brands/Manufacturers: Cisco, Catalyst, IBM, Acer, Dell, Gateway, HP, ProCurve, Logitech, Compaq, Netgear, EnGenius, ZyXel, Meraki, Meru, Aerohive, Microsoft, Arduino, Raspberry Pi, Beaglebone, Texas Instruments, Sony, Palm, MSI, BioStar, MicroStar, ASUS, Microstar, Gigabyte, SUN Systems, Intel, AMD, 3Com, Acer, Micron, Packard Bell, LinkSys, D-Link, Creative Labs, Belkin, APC, and more.

Accomplishments

Process Improvement

- Investigated and analyzed client complaints to identify and resolve issues.
- Oversaw implementation of new phone system which resulted in more cost-effective service.
- *Multitasking*
  - Demonstrated proficiencies in telephone, e-mail, fax and front-desk reception within high-volume environment.
- *Reporting*
  - Maintained status reports to provide management with updated information for client projects.

Work Experience

Chief Information Security Officer Apr 2016 to Current
Alteryx Inc. i¼ New Orleans , LA

- As principal advisor established relationship with businesses and customers, interpreted and applied standards, policies, best practices and analyzed threats and vulnerabilities, and designed system security strategy and architecture.
- Led team and promoted use of security requirements for System Development Life Cycle across multiple IT projects.
- Analyzed data security controls to identify weaknesses, and designed strategies to address gaps and non-compliance for multiple projects.
- Leveraged NIST SP 800, PCI DSS, ISO 17799 standards and techniques as basis for risk management assessment.
- Designed, shared, presented and supervised implementation of guidelines for developing secure software, database monitoring and data masking. 'As accomplished presenter, engaged audience and heightened security awareness throughout enterprise.
- Evaluated technologies, processes and vendors, and selected superior service. Assessed SOW, SLA and service contracts and derived best value proposition.
- Examined Disaster Recovery and Business Continuity plans and addressed short- and long-term critical business requirements.Â
- Prepared and presented technical proposals for clients.
- Worked with clients to analyze computing and network needs and installed appropriate solutions within each organization's budget.

- Installed, maintained and repaired security systems and programmable logic controls.
- Recommended improvements in security systems and procedures.
- Conducted site reviews and security audits and made recommendations to management based on findings.
- Improved reliability of supply chain software, systems, database and order processing.
- Developed procedures for the emergency response and crisis management, physical security, information protection, incident management and investigation units.
- Streamlined acquisition of reporting requirements and specifications to disseminate across multiple business lines and IT support teams.
- Developed IT strategic vision and drove key departmental objectives.
- Investigated department processes and facilitated company becoming ISO9000-qualified.
- Served as operating system expert, providing technical support for entire organization.
- Prepared technical architecture proposals for enhancements and integration of existing third party software systems.
- Performed problem solving and resolution for technical quality, inspection, and customer quality issues.
- Maintained security, backup, and redundancy strategies.
- Analyzed system-level diagnostic failures for both hardware and software and developed corrective actions.
- Implemented quality assurance testing methodologies and controls.
- Developed and implemented Risk and Opportunity Management Plans.

Network Engineer & Security Manager Jan 2007 to Apr 2016
Liberty Homecare ï¼ Morehead City , NC

- Develops Network Management.
- Security and Guidance to include all aspects of product and systems lifecycle.
- Guides organizational direction with current, new, and future technologies using ITIL methodologies.
- Implement, monitor, install and/or develop all SIEM, IDS, IPS, SCADA, and security technologies used within the organization.
- Manage multiple high-dollar and high-profile projects and ensure creation of Scope of Work through completion within allotted time, scope, and under budgetary requirements.
- Determine needs and develop plans for keeping up with ever-changing IT landscape, including hardware, software, network infrastructure and Virtualization.
- Manage budget for Infrastructure and Security.
- Manage, optimize, and monitor the infrastructure, security, hardware, software, and application performance for the enterprise with SolarWinds, Riverbed, and Open Source products.
- Reduced operational costs.
- Increased meeting efficiency by developing meeting agendas.
- Maintained detailed administrative and procedural processes to improve accuracy and efficiency.
- Created Standard Operating Procedures for the department.

Information Systems Manager Jan 2006 to Jan 2007
Dynetics ï¼ Ventura , CA

- Designed, installed and managed a network of multiple servers on disparate platforms running SQL Server, Apache Web Server, Exchange, IIS, MS SQL, File and Application Servers and Services.
- Provided Systems and End User Support and directed technical and professional services that directly affect the programs and activities for the museum and educational classrooms.
- Improved organizational security through implementation of firewalls with integrated IDS and IPS sytems.
- Planned, developed, justified, and administered the IT budget, to include support costs for equipment, maintenance, supplies, personnel, facilities, in-service training, travel, and service contracts.
- Upgraded the entire Network from Legacy systems and Network to new hardware, software, and migrated all servers to virtual platforms which resulted in reduced operating costs and decreased exposure.
- Managed numerous project and finished them all early and under budget.
- Maintained detailed administrative and procedural processes to improve accuracy and efficiency.
- Coordinated meetings with other department managers and served as main liaison between education and information systems staff.
- Created databases and spreadsheets to improve inventory management and reporting accuracy.
- Successfully established effective systems for record retention by creating database for daily correspondence tracking.

Computer, Networks, and Programming Adjunct Professor Jan 2005 to Current
Clean Harbors, Inc. ï¼ Dewitt , NY

- Developed and taught advanced Networking, Cisco, Windows Network and Desktop Operating Systems, Intro and Advanced Linux, Visual Basic and .Net programming, and Computer Hardware classes. 100-500 level coursework.
- Prepared lesson plans, visual and oral presentations, grading, quizzes, testing, and performed appropriate counseling of students.
- Maintained detailed administrative and procedural processes to improve accuracy and efficiency.
- Emphasized the importance of academic honesty with students and instructed them on proper citation of research sources.
- Maintained a teaching load of 4 undergraduate and graduate courses each semester.
- Initiated thought-provoking classroom discussions to help students develop their critical thinking abilities.
- Lectured and communicated effectively with students from diverse backgrounds.
- Inspired students to translate their academic interests into the real world by taking positive actions.

- Kept abreast of developments in the field by reading current literature and attending professional conferences.
- Maintained regularly-scheduled office hours to advise and assist students.
- Counseled undergraduates in regard to educational and professional goals.
- Maintained thorough records of student attendance and grades.

Information Technology Manager Jan 2000 to Jan 2005
JIMS DODGE COUNTRY, LLC & JIM EARP CHRYSLER JEEP, LLC ï¼ City , STATE

- Managed, installed, upgraded, monitored, and maintained a Corporate Network of over 500 nodes with multiple servers in seven geographically separated locations throughout the Omaha Metro area.
- Ensured appropriate performance, security, and data recovery processes were implemented, monitored, documented and maintained and adhered to established local and ADP policies, practices and procedures.
- Troubleshot all advanced systems issues and resolved problems accurately and efficiently.
- Performed diagnostic tests and repaired malfunctioning hardware and software.
- Coordinated hardware and software repair processes with outside vendors.
- Created employee training materials and procedures to teach in-house workers proper software and hardware protocols.
- Performed desktop and laptop repairs for HP, Compaq, IBM, & Dell systems.
- Created and Developed technical documentation to ensure all local and ADP policies, practices, and procedures were followed in every phase of the system development lifecycle.
- Applied best practices of software development while staying abreast of advances in the practice.
- Replaced legacy PBX with VoIP based and capable INTER-TEL PBX.
- Answered user inquiries regarding computer software and hardware operation.
- Upgraded Local Area Network with new Cisco Routers, PIX and installed WatchGuard firewalls for perimeter security.
- Installed and performed repairs to hardware, software and peripheral equipment, following design and installation specifications.
- Analyzed network packet information and computer OS system data to identify and characterize anomalies on networks.
- Conducted computer diagnostics to investigate and resolve problems and provide technical assistance and support.
- Decreased Network down-time from over 7% to less than .1% using SNMP and NetFlow monitoring and alerting.

Network Administrator and Instructor Jan 1997 to Jan 2000
NEBRASKA COLLEGE OF BUSINESS ï¼ City , STATE

- Directed Technical and Professional Services affecting programs and activities of a Corporate Network of 1000+ users, 500+ nodes authenticating to integrated Microsoft, Linux, and Novell Servers for management, Applications, file access, profiles, Network security and storage.
- Oversaw local IT infrastructure including servers, security, networking, storage systems and desktops.
- Managed, developed, and promulgated short and long term departmental budgets, documentation, policies, practices, and procedures.
- Responsible for determination of technology, need and/or upgrade, vendor bidding, contract acceptance and compliance.
- Managed many major Network Upgrades/Installs.
- All were completed early and under budget.
- Supervised, managed, and trained 14 Computer Interns.

Facility Engineer Jan 1995 to Jan 1997
CREIGHTON UNIVERSITY ï¼ City , STATE

- Performed preventive and emergency maintenance and repairs on all equipment throughout campus.
- Built, installed, and repaired plumbing, electrical, HVAC, drywall, concrete, structural, and stonework.
- Worked directly in the Criss Health Sciences Buildings.
- Inspected facility-related manufacturing support systems on a daily basis.
- Installed equipment and systems on time and on schedule.
- Maintained systems involving hazardous chemicals, gases and liquids.
- Repaired advanced HVAC systems, including air handlers' humidity control systems and duct sizing.
- Completed routine preventative maintenance.
- Installed and precisely calibrated biomedical equipment.
- Informed supervisor of potentially dangerous electrical equipment and faulty instrumentation.
- Observed safety practices and procedures to maintain a safe and clean work environment.

Emcee & Emcee Coordinator Jan 1993 to Jan 1998
BEST OF COUNTRY ï¼ City , STATE

- Provided entertainment including music, singing, and Karaoke, to clients as requested.
- Scheduled and trained emcees.
- Troubleshooted electrical/electronic control circuits.
- Identified prospective customers by using business directories, following leads from existing clients, participating in organizations and clubs, and attending trade shows and conferences.
- Maintained customer records, using automated systems.
- Completed all employee performance evaluations.
- Managed team of 12 professional entertainers.

- Served as mentor to junior team members.
- Drafted film budgets and monitored expenditures.
- Observed safety practices and procedures to maintain a safe and clean work environment.

In-Flight Passenger Control Specialist May 1988 to Oct 1991
UNITED STATES AIR FORCE 2nd AIRBORNE COMMAND AND CONTROL SQUADRON (2ACCS) ï¼ City , STATE

- Prepared and served food and provided safety measures for all crew and passengers aboard 2nd ACCS missions.
- Flew over 200 missions totaling 1914 hours in support of the Looking Glass Mission, 2nd ACCS.
- Selected to support a NATO Air Chiefs mission with 16 General Officers onboard.Â
- Directed and assisted passengers in emergency procedures.
- Ensured the aircraft was clean and prepared for flight with provisions on board for the safety and comfort of the passengers.
- Alerted airport emergency services in cases of emergency.
- Attended preflight briefings.
- Inspected aircraft for defects and malfunctions, according to pre-flight checklists.
- Completed all post-flight duties.
- Ensured the completion of all required aircraft forms, logs and reports. Ensured the completion of all required aircraft forms, logs and reports.
- Implemented airfield safety procedures to ensure a safe operating environment for personnel and aircraft operation.
- Worked as part of a flight team with other crew members.
- Picked up and transported cargo and baggage to and from aircraft.

NCOIC Military Public Health Jan 1983 to Jan 1993
EHRLING BERGQUIST USAF REGIONAL MEDICAL CENTER ï¼ City , STATE

- Managed and supported, Sanitary Inspections, Food Inspection, Infectious Disease Control, Decontamination, Occupational Health, and Entomology Programs & Offices.
- Responsible for training, management, supervision, and documentation of training for 89 personnel assigned to the Medical Decontamination Team.
- Supervised, trained, and managed numerous direct subordinates and teams.
- Implemented the â€œRight-to-Knowâ€ program for all offices, workspaces, and shops on Offutt, AFB.
- Awarded Below-The-Zone Promotion. Awarded Airman of the Quarter, 1st Quarter at Sembach Clinic, for Superior Attitude and Performance.
- Accomplishments: Â Received an Outstanding, top level, rating during multiple Health Services Management Inspections.Â

Education and Training
Ph.D. , Information Assurance & Security 2017 Capella University Bellevue University ï¼ City , State , USA
Master of Science , Security 2009 Bellevue University ï¼ City , State , USA
Bachelor of Science , E-Commerce 2003 Bellevue University ï¼ City , State , USA
Associate of Applied Science , Network Technology 2000 Kaplan University (formerly Nebraska College of Business) ï¼ City , State , USA Network Technology
Associate of Applied Science , Computer Programming 1998 Kaplan Univerisity (formerly Nebraska College of Business) ï¼ City , State , USA Computer Programming
Associate of Science , Food Technology 1993 Community College of the Air Force ï¼ City , State , USA
SolarWinds Certified Professional (SCP), 2009 & 2012 CompTIA A+ Certification (A+), 1997
Affiliations

American Legion Starting August 1993

ACM Starting August 2013

ASQ Starting September 2015

CDW Board Member CDW Advisory Board Starting August 2015

DAV Lifetime Member Starting May 1993

ISACA Starting January 2012

IEEE Member Starting January 2010 Â·Â Â Â Â Â Â Â Â

IEEE Membership Active Total years â€" 6 Â·Â Â Â Â Â Â Â Â

IEEE Computer Society Membership Active Total years â€" 6 Â·Â Â Â Â Â Â Â Â

IEEE Education Society Membership Active Total years â€" 2 Â·Â Â Â Â Â Â Â Â

IEEE Robotics and Automation Society Membership Active Total years - 3

ILTA Member ILTA LegalSec Council Starting January 2015

Lenovo Professional Advisors Starting January 2016

ISSA member Starting March 2016

ILTA ILTACON Conference Committee 2016 Starting March 2016

ISCÂ² Member Starting July 2012

Skills
Visual Basic and .Net, 3Com, A+, A+ Certification, Acer, Adobe Acrobat, ADP, ADSL, ADS, AIX, Apache Web Server, AutoCAD, Backup, BASIC, BGP, budgets, budget, C, C++, TurboCAD, CCNA, CCNP, Cisco, Cisco Routers, COBOL, oral, Compaq, Computer Hardware, Hardware, Config, contracts, Corel Office, counseling, CRM, clients, Dell, DHCP, direction, documentation, DNS, DOS, DSL, DHTML, E-Commerce, XML, Fast, Firewalls, Frame Relay, MS Front Page, FTP, Gateway, HP, HTML, HTTP, HVAC, IBM, IDS, IIS, Infectious Disease, Inspection, Intel, Microsoft IIS, IPX/SPX, ISA, ISDN, ITIL, Java, Local Area Network, LAN, lesson plans, Linux, MAC OS, McAfee, Micron, All Microsoft, access, MCSE, Exchange, MS Exchange Server, MS Office, MS Project, Windows, MSDOS, MSI, MySQL, enterprise, Network Management, Network security, Network, Networking, Norton, Novell, Novell Netware, Novell Servers, Occupational Health, Operating Systems, Optimization, organizational, PBX, Peachtree, Perl, personnel, Phone Systems, plumbing, policies, PPP, PPTP, presentations, Print Servers, processes, programming, Promotion, Proxy, Python, Express, Red Hat Linux, RedHat, repairs, RIP, safety, SCADA, SCO UNIX, SSH, Servers, Scripting, singing, SMTP, SNMP, MS SQL Server, MS SQL, SQL, SQL Server, SSL, SUN, supervision, Cisco Switches, Symantec, T1, TCL, TCP/IP, User Support, technical documentation, TELNET, Troubleshooting, UNIX, Upgrades, Patching, View, VPN, Visio, VISUAL BASIC, VISUAL C++, VoIP, Webtrends, WAN, Windows Server, XHTML