Michael Friedman

## P.O. Box 1296 • Oak Bluffs, MA 02557

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**Professional Summary**

Accomplished IT professional with over 18 years of experience as a strategic, results-driven, problem solver. An avid learner with strong analytical skills and an innate ability to get things done. Excels at fostering relationships and cultivating consensus. Accustomed to multi-tasking, prioritizing and balancing multiple and conflicting project deadlines.

**Professional Experience**

**Director of Information Technology • 4/2011 – 11/2013**

**Martha’s Vineyard Savings Bank**, Edgartown, MA

* Managed IT department of MVSB, a financial institution with $500 million in assets, nine physical branches, one trust/financial department, 100+ staff, and thousands of customers worldwide.
* Implemented network infrastructure upgrade project that modernized the bank’s network infrastructure among all nine branches: upgraded to an internal Comcast Metro Ethernet 50Mbps mesh layer-2 network, brought the internet in-house to each branch, and increased security. Work included upgrading all client OSs from XP Professional to Windows 7 Professional, Office 2003 to Office 2010, and Exchange 2003 to Exchange 2010 E-mail platforms; and putting into operation Virtual Lans (VLANS) to increase the security of the bank’s internal network.
* Created and chaired the IT strategic committee to align the IT department’s technology plan with the bank’s overall strategic plan.
* Supervised three direct reports.
* Responsible for the implementation, documentation, timely testing and updating of MVSB’s Disaster Recovery and Business Continuity Program.
* Facilitated rollout of Mobile Banking and Remote Deposit Capture.
* Conducted IT risk assessments, created and updated IT policies and procedures, reviewed SSAEs and coordinated internal and external audits, state and federal (FDIC) safety and soundness exams.
* Helped streamline MVSB’s vendor management program.
* Designed and oversaw timely internal and external vulnerability assessment and penetration testing, performed security fixes, implemented SANS Critical Security Controls, and kept up-to-date on the latest security threats and vulnerabilities.
* Responsible for end-user security texting, using Digital Defense, American Banking Association, KnowBe4 and SANS training.
* Collaborated with Directions on Microsoft Consulting to update the bank’s Microsoft licensing, including virtualization.
* Maintained the running and upkeep of Comcast Metro Ethernet and Verizon MPLS network.

**Network Administrator • 3/****2004 – 3/2011**

**Martha’s Vineyard Savings Bank**, Edgartown, MA

* Coordinated and implemented Dukes County Savings Bank’s IT merger with Martha’s Vineyard Cooperative Bank.
* Designed and executed integration of MVCB’s and DCSB’s networks to create the Martha’s Vineyard Savings Bank network.
* Helped secure the MVSB’s network utilizing Digital Defense’s internal and external network vulnerability and penetration testing, along with evaluations of Bank employees’ responses to phishing and phone social engineering evaluations.
* Implemented an anti-phishing service to protect the bank’s brand name and reputation on the internet.
* Converted all data center physical servers to virtual servers.
* Worked with the CIO and auditors to meet the FDIC, State, GLBA and FFIEC reporting guidelines for savings bank and brokerage services.
* Provided strategic guidance and outlook to help guide the Bank into the future of internet retail banking.

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**Network Administrator • 9/1999 – 10/2003**

**Harte Hanks**, West Bridgewater, MA

* Responsible for installation, configuration, and maintenance of a 200 Node NT 4.0, Novell 4.11, Solaris, and Linux WAN Network infrastructure.
* Installed, configured, and maintained: RAS 2.0, APC v5.1 Symettras, Proxy Server 2.0, Netshield for Netware 4.3 and NT 4.3, Arcserve 6.5 Backup for NT, Arcserve v6 for Novell, MS SQL server 6.5.
* Coordinated with DBA for design, performance, and fault tolerance of SQL server 6.5 and upgrade to SQL server 7.0.
* Worked on TCIP/IP v4 streamlining with DHCP, WINS, and DNS and set up SMS 2.0 for NT 4.0 platform rollout.

**System Integrator • 6/1996 – 1/1999**

**Iron Mountain**, Boston, MA

* Successfully implemented and converted acquired legacy billing systems to Iron Mountain’s proprietary billing system worldwide, using ANSI 92 SQL and Progress v7 code and utilities.

**Network Engineer • 5/1995 – 6/1996**

**Cahners Publishing**, Newton, MA

* Installed, configured, filtered and maintained Cisco Systems Lan2Lan routers using Frame Relay

for TCP/IPX routing.

**LAN Administrator • 7/1994 – 5/1995**

**Amoco Technologies**, Framingham, MA

* Administered a 3.12 Netware Network operating on an Ethernet 10 base T platform consisting of 150 nodes, half DOS-based, half Macintosh-based.

**Education**

**B.S. in Business Administration, Framingham State College, Framingham, MA • 1992**

**Associate Degree in Computer Science, Dean College, Franklin, MA • 1986**

*summa cum laude*, Dean’s List

**Affiliations and Awards**

**Associate, Institute of Electrical & Electronics Engineers (IEEE)** • **1995 – Present**

**2008 Digital Defense Excellence in Network Security Award**

*Awarded to only 14 (2%) of Digital Defense’s over 700 clients.*

**2006 Unsung Hero Award, Dukes County Savings Bank**

**Certifications and Continuing Education**

**SANS M.S. in Information Security Engineering – In Progress, graduation in 2016**

**Cisco CCNA Certification in Routing, Switching, &Security, Infosec Bootcamp, Dulles, VA 6/2014**

**Microsoft Windows Server 2008 R2 Enterprise Administrator Certification • 7/2013**

**(ISC)² – CISSP(432265) Certification • 12/2012**

**VMware Professional Version 4 (VCP4) Certification • 9/2011**

**SANS GIAC Informational Security Professional (GISP) Certification • 6/2012**

**SANS GIAC Security Essentials (GSEC) Certification • 12/2008, 12/2012**

**Cisco CCNA Certification Boot Camp, Boston University Waltham, MA • 2000, 2003**

**UNIX, Linux, and Scripting Program, WPI Waltham, MA • 2/2002-3/2003**

**MCSE NT 4 • 2003; MCSA • 2000**

**MCSE Program for Windows NT 4 TCP/IP Create and Configure a Web Server IIS 4.0**

**New Horizons Corporate Education Center, Colton, CA • 7/1999**

**CNE 5 Certification, New Horizons Corporate Education Center, Colton, CA • 5/1999**

**CNE Program for Netware v5, New Horizons, Colton, CA • 3/1999 – 5/1999**

**Microsoft System Engineer Certification • 1/1999 – 3/1999**

**Client Server Development Certification**

**Clark University Computer Career Institute, Framingham, MA • 1994 – 1996**

**C.N.E. Program for Novell NetWare v3.12**

**Boston University Corporate Education Center, Boston, MA • 6/1994**