





YOHANNES BERIHU

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PROFESSIONAL SUMMARY

A highly accomplished Cybersecurity Leader and Technical Account Manager with over 20 years of experience in solutions architecture, client success, and strategic technical management. Proven expertise in vulnerability management, risk compliance, and cloud-based security platforms. Strong record of designing secure, scalable systems and leading cross-functional teams to deliver enterprise-grade solutions. Adept at translating complex technical concepts into measurable business value, fostering long-term client relationships, and driving product adoption for Fortune 500 and mid-market organizations.

EXPERIENCE

Forvis Mazars – Remote Senior Consultant, Cybersecurity Managed Services May 2024 – Present

- *Provide expert strategic advisory and implementation guidance to diverse clients, significantly enhancing their cybersecurity posture through managed security services and industry best practices.*
- *Lead the full lifecycle of technical engagements, from solution design and architecture to deployment and post-implementation optimization, ensuring alignment with client business objectives, regulatory compliance (NIST, ISO 27001), and risk management strategies.*
- *Serve as a Subject Matter Expert (SME), offering deep insights on complex cybersecurity frameworks, risk assessment methodologies, and incident response protocols to build robust and resilient security infrastructures.*

Nexus Alliance LLC – San Ramon, CA Co-Founder & Security Consultant Dec 2023 – Present

- *Advised clients on cybersecurity strategy and regulatory compliance (PCI DSS, HIPAA, GDPR), leading to enhanced security postures and reduced risk exposure.*
- *Conducted comprehensive vulnerability assessments and developed tailored mitigation plans, improving operational resilience for client environments.*
- *Integrated advanced security tools (SIEM, EDR, cloud security) to align with evolving regulatory frameworks and best practices.*

- *Contributed to business development by securing new client engagements and expanding service offerings, directly impacting revenue growth.*

Qualys, Inc. – Remote

Security Solutions Architect Jan 2020 – Oct 2023

- *Served as a primary technical escalation point for enterprise clients, providing deep architectural guidance and resolving complex issues for Fortune 500 accounts.*
- *Designed and implemented scalable security solutions on the Qualys platform for hybrid and multi-cloud environments (AWS, Azure, GCP), optimizing client security posture and operational efficiency.*
- *Drove strategic platform adoption by aligning Qualys capabilities with enterprise security goals, increasing feature utilization and client ROI.*
- *Collaborated with product engineering to influence the roadmap based on direct client feedback and emerging security requirements.*

Senior Technical Account Manager, Enterprise Mar 2016 – Jan 2020

- *Managed a portfolio of strategic enterprise accounts, ensuring seamless Qualys platform deployment and maximizing return on investment.*
- *Led critical escalation resolution, reducing mean-time-to-resolution by **23%** and boosting client satisfaction scores by **32%** through proactive health checks and optimization strategies.*
- *Orchestrated cross-functional collaboration to drive feature enhancements, resolve technical roadblocks, and ensure client success.*
- *Conducted quarterly business reviews (QBRs) for C-level executives, demonstrating platform value and identifying expansion opportunities.*

Lead Technical Account Manager, SME Jun 2013 – Mar 2016

- *Managed and mentored a high-performing team of 21 Technical Account Managers, consistently achieving team-wide performance targets.*
- *Standardized client onboarding processes, leading to a **22%** reduction in ramp-up time and significant improvements in service delivery KPIs.*
- *Developed and implemented team training programs focused on advanced Qualys features and customer success methodologies.*

Technical Account Manager, SME Dec 2006 – Jun 2013

- *Provided expert technical support and guidance to SMBs on Qualys platform implementation and security posture optimization.*
- *Championed process improvements that led to a **10-15%** increase in client retention and a **25%** reduction in average response time.*
- *Mentored and onboarded 41 junior TAMs, contributing to team growth and scalability.*

- *Acted as a crucial liaison between SME clients and internal product teams, translating needs into actionable development insights.*
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SKILLS & CERTIFICATIONS

- **Cybersecurity & Compliance:** *Vulnerability Management, Risk Management, Security Audits, Network & Cloud Security (AWS, Azure, GCP), Application Security, Data Protection, IAM, Incident Response, PCI DSS, HIPAA, NIST, ISO 27001*
 - **Qualys Platform Expertise:** *VM, PC, CSAM, WAS, Threat Protection, SCM*
 - **Infrastructure & Tools:** *SaaS, CRM (Salesforce), Active Directory, Windows Server, Linux, TCP/IP, Firewalls, Virtualization, EDR, SIEM, DLP, Encryption, Confluence, Jira*
 - **Client Engagement & Strategy:** *Technical Account Management, Customer Success, Strategic Consulting, Pre-sales Engineering, Client Onboarding, Cross-functional Leadership, Escalation Management, Project Coordination, Business Reviews (QBRs)*
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EDUCATION

University of California, Berkeley – Berkeley, CA