

## PROFESSIONAL SUMMARY

Highly accomplished **Cybersecurity Leader** and **Technical Account Manager** with **20+ years of experience** spanning solutions architecture, client success, and strategic technical management. Proven expertise in **vulnerability management, risk compliance, and cloud-based security platforms**, with a strong track 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.

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## EXPERIENCE

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

- **Strategically advised diverse clients** on cybersecurity strategy, regulatory compliance (e.g., PCI DSS, HIPAA, GDPR), and advanced technology adoption, leading to enhanced security postures and reduced risk exposure.
- **Conducted comprehensive vulnerability assessments** and developed tailored mitigation plans, resulting in improved operational resilience for client environments.
- **Led the successful integration of advanced security tools** and platforms (e.g., SIEM, EDR, specific cloud security solutions) to align with evolving regulatory frameworks and industry best practices.
- **Contributed significantly to business development**, securing new client engagements and expanding service offerings, directly impacting revenue growth and market presence.

**Qualys, Inc.** – Remote **Security Solutions Architect** | Jan 2020 – Oct 2023

- **Served as a primary technical escalation point** for Qualys Technical Account Managers, providing deep architectural guidance and resolving complex, high-priority client issues for Fortune 500 accounts.
- **Designed and implemented scalable security solutions** using the Qualys platform across diverse hybrid and multi-cloud environments (AWS, Azure, GCP), optimizing client security posture and operational efficiency.

- **Drove strategic platform adoption** by aligning Qualys product capabilities with specific enterprise security goals, resulting in increased feature utilization and client ROI.
- **Collaborated closely with product engineering and R&D teams** to influence product 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, maximum return on investment, and fostering long-term client relationships.
- **Led critical escalation resolution**, reducing mean-time-to-resolution by 23% and implementing proactive health checks and optimization strategies that boosted client satisfaction scores by 32%.
- **Orchestrated cross-functional collaboration** between sales, engineering, and product teams to drive key feature enhancements, resolve technical roadblocks, and ensure client success.
- **Conducted quarterly business reviews (QBRs)** and technical deep-dives 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** serving mid-market clients across the Western United States, achieving team-wide performance targets.
- **Standardized and optimized 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 → Lead TAM, SMB → TAM, SMB | Dec 2006 – Jun 2013**

- **Provided expert technical support and guidance** to small to midsize businesses (SMBs) on Qualys platform implementation, security posture optimization, and vulnerability remediation.
- **Championed and implemented critical support process improvements** that led to a measurable increase in client retention 10-15% and a reduction in average response time by 25 minutes/hours.
- **Mentored and onboarded 41 junior TAMs**, contributing to team growth and scalability in a rapidly expanding environment.
- Acted as a crucial liaison between SME clients and internal product teams, translating client needs into actionable development insights.

#### **[Previous Roles (Technical Support Manager, Technical Trainer)]**

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# EDUCATION

University of California, Berkeley | Berkeley, CA Activities: Cal Band | USCA President | Student Senator

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## SKILLS & CERTIFICATIONS

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