

# YOHANNES BERIHU

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## 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. 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.

## EXPERIENCE

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

- **Strategic Advisory & Implementation:** Provide expert guidance to diverse clients, significantly enhancing their cybersecurity posture through the strategic implementation of advanced managed security services and industry best practices.
- **Technical Engagement Leadership:** Lead the full lifecycle of technical engagements, from initial solution design and architecture to seamless deployment and post-implementation optimization. Ensure solutions align with critical client business objectives, regulatory compliance (e.g., NIST, ISO 27001), and risk management strategies.
- **Subject Matter Expertise & Risk Management:** Act as a primary subject matter expert, offering deep insights on complex cybersecurity frameworks, risk assessment methodologies, and incident response protocols. Guide clients through security challenges with tactical and strategic recommendations.

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

- Strategically advised diverse clients on cybersecurity strategy, regulatory compliance (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, improving operational resilience for client environments.

- Led the successful integration of advanced security tools and platforms (SIEM, EDR, 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 the 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 ROI, 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 and resolve technical roadblocks.
- 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, 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 and security posture optimization.
- 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%**.
- 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 client needs into actionable development insights.

## 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:** 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, TCP/IP, Firewalls, Virtualization, 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)

## EDUCATION

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