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PROFESSIONAL SUMMARY

St. Tammany Parish Government, Mandeville, Louisiana   **2021 - Present**
Cybersecurity and Governance Lead

- Ensure the identification of required security related issues, and that they are alerted upon by configuring and establishing monitoring, correlation, and alerting solutions.
- Correlate all reported events from various multiple systems and network areas where potential security incidents are identified; ensure the situation is handled promptly and effectively by starting the process of security incident response.
- Carry out proper configuration of security solutions applied in protecting company assets such that the implemented SIEM solution reports all pertinent events.
- Carry out configuration and maintenance of the implemented SIEM solution to enable it effectively to identify and alert upon potential security events, as well as reduce false positives simultaneously.
- Participate in maintaining data classification to effectively monitor and give notice of violations to affected parties, and to reduce incidences of false positives.
- Assist in the configuration of intrusion detection and prevention solutions based in the host and network servers to effectively identify potential security incidents.
- Produce and maintain dashboards for monitoring security information for the management, to be able to provide various degrees of visibility both real-time and over extended periods of security events within the environment.
- Ensure that all solutions set up for security and monitoring can effectively monitor and report upon security events happening within the environment.
- Participate in the process of selecting and reviewing information security solutions.
- Work with service providers to resolve security issues identified with their managed systems and infrastructure in line with incident response requirements.
- Assist in compiling and producing reports on monthly issues and trends for the enhancement of the functions of Enterprise Security and Support management.
- Make recommendations for changes to the environment that can help in the removal of vulnerabilities and reduction in the risk of exploitation that may result in potential incidents.
- Participate in ensuring team processes and documentation are effectively documented and maintained.
- Recommend and execute ideas to improve processes based on lessons learnt over time in performing assigned duties.
- Perform as an escalation procedure for all incidents relating to potential security.
- Carry out other enterprise security and support duties that may be assigned by management.
- Search for logical security vulnerabilities by developing, designing, implementing, and conducting tests and evaluations to ensure system security requirements are met.
- Assist Help Desk ticket operations, as it relates to security.
- Manage implementation of multi factor authentication system across the organization

Chaffe McCall L.L.P., New Orleans, Louisiana   **1998 - 2021**
INFORMATION TECHNOLOGY DIRECTOR / SECURITY AND RISK MANAGER

- Viewed by the partners and others in the Firm as an expert in my field and someone they can trust for solid solutions to managing the Firm's technology and cybersecurity.
- Analysis and budgeting of short-term and long-term technology requirements to meet business goals of the Firm.
- Develop, maintain, and enforce the Firm's set of information security policies based on the NIST Cybersecurity Framework.
- Oversee the development, implementation, and maintenance of data security procedures for Firm. Ensure security of network resources and enforce policies.
- Participate with Firm clients on their cybersecurity audits of the Firm's security infrastructure.
- Develop solid working relationships with technology vendors to maintain the best pricing negotiations for the Firm.
- Identify new technologies in the industry and evaluate if and how they could benefit the Firm by cutting costs and improving service to clients.
- Supervise daily roles and responsibilities of the Firm's Information Technology staff and outsourced vendors. Periodic evaluation of performance and provide guidance as needed.
- Advise the Firm's staff of HIPPA compliance methods as they relate to a law firm which regularly handles protected health information.
- Analyze certain user support cases to identify root cause and implement proactive corrective actions as needed.
- Strive to have the Firm's technology investments and resources used in the most effective and efficient manner to best meet the goals of the Firm as a whole, the individual practice areas and of the client's expectations.
- Development and maintenance of Business Continuity and Resumption Plan. Experience with technology planning for natural disasters which can impact one or more office locations.
- Monitor, review and test backup systems which are vital to the success of the Business Continuity and Resumption plan.
- Key Managerial and Technical experience used regularly, including but not limited to:
  - ➢ Project Management
  - ➢ Security Auditing and Compliance
  - ➢ Virtualization and Datacenter technologies, for system resiliency.
  - ➢ Arctic Wolf, SentinelONE, NetApp, VMware, Cisco Meraki, Fortigate, McAfee, Citrix, Netscaler, Duo MFA, Mimecast, Imanage Work Server DMS.
- *Major Projects*
  - ➢ Office renovation which included new cabling and new network infrastructure.
  - ➢ Migration of on-premises document management system to cloud-based document management system.
  - ➢ Managed the selection of a telecommunication vendor and implementation of a complete switch of telephone, WAN, and internet connectivity in 3 sites and installation in a new fourth site.
  - ➢ Coordinated the creation of an online user education and training library for end users, based on the tracking of prior helpdesk requests.
  - ➢ In 2012, the migration of core infrastructure to the Venyu Datacenter in Baton Rouge, Louisiana. This project was successfully fast-tracked from an original plan of 45-60 days to complete down to an actual completion time of only two weeks.

- ➢ Managed the migration of desktop configuration to Windows 7 and Office 2010 and training of end-users on the new software. Later moved to Windows 10 and Office 2016. Soon will move to Office 365.
- ➢ In 2010, deployed a ShoreTel VoIP phone system firm wide to replace an aging leased telephone system, resulting in considerable cost savings in several areas.
- ➢ In 2009, implemented centralized SAN storage along with a nearly full virtualization of the Firm's infrastructure to increase flexibility and reduce hardware costs.
- ➢ In 2005, lead the Firm's technology recovery efforts after Hurricane Katrina disrupted normal operations for almost two months. Network infrastructure was rebuilt from scratch and then merged with existing infrastructure once access to datacenter was established again.
- ➢ In 1998, coordinated and implemented a Novell to Windows NT migration which established WAN connectivity between Firm's two Louisiana offices and introduced many new technologies to the Firm.

University of Holy Cross, New Orleans, Louisiana   **2004 - Present**
ADJUNCT INSTRUCTOR
- Part-time instructor.
- Instructor for Microsoft Project course
- Instructor for Intermediate Computer Literacy course
- Instructor for Physical Transportation and Logistics course
- Instructor for Database Design and Implementation course
- Instructor for Economic Development of America course
- Instructor for Tourism Resources course
- Instructor for Decision Making course
- Instructor for Information Systems Management course
- Instructor and creator of Technology and Innovation Management course
- Instructor for E-Commerce and Digital Marketing course
- Instructor for Production and Operations Management course

Champlain College, Burlington, Vermont   **2008 - 2010**
ADJUNCT INSTRUCTOR
- Online course instructor
- Instructor for Social Networking course
- Instructor for Online Visibility course
- Instructor and developer for Internet-Based Business Relationships course

Montgomery Barnett Brown Read Hammond & Mintz, New Orleans, Louisiana   **1996 – 1998**
NETWORK MANAGER, END USER SUPPORT MANAGER
- Led a small team that provided technical support and training services.
- Responsible for network, server and endpoint security policies and procedures.
- Delegated the administration of Windows servers, Novell Netware servers, and Lotus Notes.
- Responsible for routine hardware and software upgrades and repairs of computer systems.
- Troubleshoot network performance issues and take corrective action.
- Created and maintained a disaster recovery plan for Firm.
- Create and maintain a library of key network and system documentation materials.

Spark Drug Wholesalers, Jefferson, Louisiana   **1994 -1996**
IT OPERATIONS
- Oversaw daily operations and maintenance of robotic system for pulling inventory for shipment to customers.
- Support UNIX based workstations and point-of-sale systems at main office and at off-site retail locations.
- Responsible for routine hardware and software upgrades and repairs of computer systems.
- Designed, implemented, and maintained an environmental monitoring system for warehouses as required by Drug Enforcement Agency.

Areas of Interest
Cybersecurity and Security Compliance
Business Continuity Planning and Disaster Recovery
Project Management
Emerging Technologies

Professional Activities
International Legal Technology Association (ILTA)
      Past New Orleans Area Volunteer City Representative

Louisiana Information Technology Symposium
      Advisory Board Member

EDUCATION

Master of Business Administration
      University of New Orleans, New Orleans, Louisiana
      Major: MBA program with double concentration in Information Technology Management and Management Information Systems.
Bachelor of Science
      University of New Orleans, New Orleans, Louisiana
      Major: Management with concentration in Information Technology
Certified Information Systems Security Professional (CISSP)
      International Information Systems Security Certification Consortium (ISC)[2].
      Currently expired CISSP
Certified In Cybersecurity (CC)
      International Information Systems Security Certification Consortium (ISC)[2].
      Current Certification