
Technology & Information Security Professional

Information Security | Enterprise Architecture | Digital Transformation Service Management | Technology Strategy | Design & Development | Cloud

A technology transformation advocate with over 30 years of experience adapting technology capabilities with business needs to drive favorable outcomes. Adept at developing people, processes, and tools to improve the manageability, scalability, and reliability of computing infrastructures. A technologist with the commercial nous to translate strategy into a business-enabling implementable plan while ensuring its technical and cost viability.

KEY CAPABILITIES

Delivering Business Value | With 20 years leading the Architecture and Information Security functions for various types of organizations, can interface between the technical and the executive, benchmarking, devising strategy, presenting to executive leadership, and then delivering against strategy, balancing best practice standards with cost-effective solutions. Instills confidence and trust with boards, executive teams, and audit and risk committees.

Information Security | Led the information security stream and delivered the processes and systems for secure operations in a foreign regulatory environment. Served as a member of the Mubadala Information Security Council bringing together information security professionals to discuss relevant topics and develop group-wide policies and standards for all group entities.

Enterprise Architecture | Possessing both a technical IT skill set and a managerial perspective allows for unified requirements management. This pragmatic approach to architecture helps drive the alignment of business and technical teams through each phase of solution development. Success with this approach is evident in major programs of work with Texas Children's Hospital and the Cleveland Clinic.

Strategy & Planning | Can quickly visualize the future state and develop the best possible plan to get there. Work very effectively as the bridge from the strategic to the practical, the go-to resource who can help with the strategy planning through to process and technology implementation. Extensive experience developing proofs of concept to demonstrate business value as well as developing cost capture and return on investment models for business plans and budget justification.

Transformation & Governance | Established the service management framework at Cleveland Clinic, which delivered 20 ITIL v3 and COBIT v5 compliant processes for service design, service transition, and service operations. Also, established the design governance body and led all the solution architects through a program of service and technology roadmaps, platform rationalization, and continuous improvement.

Solution Design & Development | Results-oriented technology leader who has pioneered and managed complex solution designs including cloud-based, big data, and advanced analytics applications. Abu Dhabi was a green-field opportunity to build a 400-bed hospital from the ground up. Worked with a multi-national team of 60+ nationalities, standing up the application and infrastructure for 100+ business and clinical applications.

Software Development | Subject Matter Expert in all areas of Software Development Life Cycle (SDLC) relating to requirements, design, and testing. Comprehensive experience in the development and deployment of web, mobile, application programming interface (API), and microservices projects. SME in Secure SDLC risk assessment, threat modeling, security assessment, and secure configuration.

Key Competencies

Enterprise Architecture
Strategy & Governance
Application Modernization
Digital Transformation
Information Security Management
Service Management

Project Portfolio Management
Solution Architecture
Cloud Computing
Information Technology Leadership
Risk Management
Business Intelligence & Advanced Analytics

Professional History

Director, Information Security & Compliance

April 2019 – January 2024

Digital Turbine, Inc, Austin, TX USA (Mobile & Digital Media/Marketing)

Reporting to the Chief Information Security Officer as the Director of Information Security & Compliance for this dynamic mobile and digital media/marketing company, I am responsible for several functional areas including Governance, Risk, & Compliance (GRC) as well as Security Operations (SecOps). Established a program of GRC and SecOps processes to streamline information security management operations and developed strong relationships with the functional business departments of the organization to collaborate on information security initiatives and foster a secure computing environment and a security-minded workforce.

- **Leadership** | Pioneered thought leadership initiatives that transformed the company's approach to security, integrating cutting-edge practices and elevating organizational awareness of critical threats. Championed and executed the establishment of the Information Security Management Department, resulting in a centralized and efficient structure for managing security needs across the enterprise.
- **Governance, Risk, & Compliance** | Led the company through its annual SOX IT General Controls certification, enhancing its market reputation and ensuring global compliance standards. Architected and implemented comprehensive information security management processes, including a policy development & review process and a risk management framework that decreased security exposures across all of our product lines and internal departments. Re-envisioned security training and awareness programs, leading to a significant reduction in human-error-related incidents significantly.
- **Security Operations** | Developed and implemented a security monitoring protocol, reducing incident response times and significantly mitigating potential breaches. Overhauled the security incident response playbook, ensuring rapid containment of threats and minimizing potential damage to the company's assets and reputation.
- **Enterprise Security Architecture & Strategy** | Pioneered a multi-layered security framework that bolstered defenses against advanced persistent threats, reducing successful attacks. Collaborated with IT and business units to align security strategy with enterprise goals, resulting in an increase in project delivery efficiency and significant cost savings in security investments.

Manager, Production Operations

May 2017 – March 2019

Digital Turbine, Inc, Austin, TX USA (Mobile & Digital Media/Marketing)

Reporting to the Chief Technology Officer as the Manager of Production Operations for this dynamic mobile and digital media/marketing company, I was responsible for several functional areas including Infrastructure Management, Information Technology, Service Management, and Software Engineering. Established a program of service management processes to streamline production operations and developed strong relationships with the release and feature development teams to smooth out issues with the last-mile delivery of our products to our partners.

- **Leadership** | Led diverse teams of full-stack software and DevOps engineers in support of application development and infrastructure initiatives. Set the direction, managed expectations, project reporting, and remediation to maintain budget and schedule.
- **Service Management** | Developed and led a program of continuous improvement initiatives across service operations and transition including establishing process improvements within incident management, change management, access management, release management, and deployment management. Ensured that production platforms were continuously improved and aligned with industry and organizational technology standards.
- **Governance & Compliance** | Analyzed, implemented, monitored, and evaluated software development and IT program activities to ensure legal and regulatory compliance with changes in technologies, legislative directives, user needs, and operational requirements.
- **Design & Development** | Developed process and operational improvements between infrastructure management and product engineering teams resulting in lock-step alignment with the business goals and objectives of the organization. Ensured that software and technology solutions are flexible to support incremental development, ongoing maintenance, and future enhancements.

Enterprise Architect
Cleveland Clinic, Abu Dhabi, UAE (Healthcare & Hospitals)

Oct 2010 – April 2017

Reporting to the Sr. Director of Technology, Serviced as the enterprise architect for this healthcare transformation project, I was responsible for defining the enterprise architecture for all functional areas of the hospital by mapping IT capabilities to the business needs. Established IT operations during the set-up phase then planned and implemented the service management methodology for full hospital operations.

- **Leadership** | Led multinational teams of up to 300 in support of application development and infrastructure initiatives. Set the direction, managed expectations, project reporting, and remediation to maintain budget and schedule.
- **Technology Strategy** | Researched and monitored new and emerging technologies, assessing their business viability and consulting with other IT personnel to assess and evaluate current strategies. Ensured that information systems were continuously improved and aligned with industry and organizational technology standards.
- **Enterprise Architecture** | Defined a high-level IT architecture by focusing on the mapping of IT capabilities to the business needs of CCAD.
- **Governance** | Analyze, implement, monitor, and evaluate IT program activities to ensure the evolution of policies and procedures per changes in technologies, legislative directives, user needs, and operational requirements.
- **Design & Development** | Defined the specific components of the information system solution and the resulting relationships to ensure alignment with the business goals and objectives of the organization. Ensured that information solutions are flexible to support incremental development, ongoing maintenance, and future enhancements.

Manager, Enterprise Systems
Texas Children's Hospital, Houston, TX USA (Healthcare & Hospitals)

Nov 2008 – Sep 2010

Reported to Director, Enterprise Systems. Managed a team of system analysts, programmer analysts, application support analysts, project managers, and technical architects who provided support for all the business-related applications for the entire hospital.

- **Leadership & Team Management** | Led a team of up to 50 full-time and contract staff. Provided day-to-day oversight and management. Set annual operating plans, KPIs, and individual L&D plans. Recruited, hired, and developed highly technical staff.
- **Budget Management** | \$22M per annum in capital and projects and \$9M operating. Proven record of accomplishment saving hundreds of thousands per annum while still achieving all planned objectives. These initiatives ranged from platform rationalization initiatives to reviewing software licensing and maintenance agreements for unused software. In addition to these projects, I was responsible for increasing IT capabilities through technology upgrades and the reuse of existing technologies within other parts of the business.
- **Vendor Management** | Negotiated vendor contracts up to \$20M for support and maintenance of all business applications. Coordinated vendor support and management.
- **Strategy & Governance** | Led many of the hospital's IT governance initiatives including service management and project management organizations. Leader of the hospital's Identity Management and Unified Communications strategies and implementations.

Technical Applications Advisor
Texas Children's Hospital, Houston, TX USA, (Healthcare & Hospitals)

Dec 2002 – Nov 2008

Reported to Director, Enterprise Systems. The authority for technical infrastructure decisions for the Enterprise Systems group. Provided technical research and architecture services for several projects including the lifecycle of our largest ERP implementations.

- **Project Management** | Led a team of up to 50 full-time and contract staff. Provided day-to-day oversight and project management. Recruited, hired, and developed highly technical staff.
- **Vendor Management** | Negotiated vendor contracts up to \$20M for project delivery of ERP applications. Coordinated vendor support and management.
- **Strategy & Governance** | Led many of the hospital's IT governance initiatives including architecture governance and technology standards.

Previous Positions

Jun 1997 – Dec 2002

Principal Consultant	CRC Professional Services, Inc.	Houston, TX USA
Sr. Solutions Architect	Diverse Networks, Inc.	Houston, TX USA
Solutions Architect	Cable & Wireless	Houston, TX USA
Network Security Analyst	Schlumberger	Houston, TX USA

Education & Professional Development

Bachelor of Science, Information Assurance and Security	Capella University	2016 - Summa cum laude
Associate of Arts, Business	Lone Star College	2012 - Summa cum laude
Electrical & Computer Engineering	Rice University	1996

Certifications & Training

Certified Information Systems Security Professional (CISSP)	(ISC) ²	License 445679
Certified Information Security Manager (CISM)	ISACA	License 1735298
TOGAF 9 Certified Enterprise Architect	The Open Group	License 78580
ITIL v3 Foundation	AXELOS	License 796425.599578
Six Sigma Green Belt (Candidate)	ASQ	
Cyber Incident Response Planning	Information Security Alliance	
Mobile Application Security Ethical Hacking	Pivotal Consulting, Inc.	

Memberships & Professional Organizations

HIMSS	South Central Texas & Middle East Chapters	Member
ISACA	International and UAE Chapters	Member
(ISC) ²	International Chapter	Member