Allan Alford
Cybersecurity Consultant and Chief Information Security Officer (CISO)

About
- Creates business value by rapidly aligning information security with IT and Engineering
- Integrates security into the business and rolls out security as a revenue enabler
- Wins customer confidence through transparency and thorough security strategy
- Effectively evangelizes and champions security throughout the organization
- Engenders fierce loyalty in security teams while coaching teams to say, "Yes!" to the business

Experience
- *Chief Information Security Officer and Chief Technology Officer (CISO & CTO)*, TrustMAPP
- *Delivery Chief Information Security Officer (CISO)*, NTT DATA Services
- *Chief Information Security Officer (CISO)*, Mitel
- *Chief Information Security Officer (CISO)*, Forcepoint
- *Product & Business Information Security Officer (PISO & BISO)*, Pearson
- *Chief Information Security Officer (CISO) & Head of Product Security*, Polycom
- *Sr. Manager of IT Operations & Divisional Head of IT*, Polycom

Education
- *MS, Information Systems & Security*, Our Lady of the Lake University
- *BA, Liberal Arts with a Focus on Leadership*, DePaul University

Certification
- *Certified Information Security Manager (CISM) #1735729* (Expired)

Work History

TrustMAPP, Minneapolis, MN   Feb 2021-Oct 2022
($2.1 million revenue with eighteen employees)
Chief Information Security Officer & Chief Technology Officer

Manage all Information Security, R&D, Product Management, Pro Services, Sales Engineering, IT

- Transformed product development methodologies and cadence, establishing a true CI/CD and DevOps model with frequent delivery cadence
- Envisioned and actualized pro services product content, encapsulating field expertise on framework compliance and cyber security maturity models into the product to empower our clients to lead their own maturity and compliance journeys

- Established the internal security program, ensuring our role in the third-party supply chain met client expectations, establishing anti-ransomware capabilities, cybersecurity awareness, resilience, incident response, and BC/DR practices
- Incorporated frameworks and regulations including SOC 2, CISv8, NIST CSF, ISO 27001, PCI-DSS, HIPAA, GDPR

NTT Data Services, Plano, TX   June 2019-Jan 2021
($4.5 billion revenue with 50,000 employees)
Delivery Chief Information Security Officer

Governed all security concerns for the entire client estate (2,500 clients)

- Provided governance to all security delivery teams on standards, expectations, processes and procedures, ensuring consistency and quality of delivery services to all clients
- Coordinated $9m budget for infosec transformation and uplift for over $3.5b of client contract revenue
- Coordinated with Legal and all Services Delivery to ensure that security concerns were satisfied in each transaction from contract through delivery
- Oversaw all regulatory and other compliance activity to ensure that, all delivery centers were compliant with SOC 2, ISO 27001, NIST CSF, JSOX, SOX
- Oversaw all incident response activities for all client-side cybersecurity incidents

Mitel Networks, Austin, TX   July 2018 – May 2019
($1.3 billion revenue with 4,500 employees)
Chief Information Security Officer (CISO)

Oversaw all enterprise security concerns, and operational security for the UCaaS & UC cloud offerings

- Drove compliance to HIPAA, SOC 2, PCI DSS, ISO 27001, SOX, Team Telecom/US DoJ requirements for the enterprise and for our UC and UCaaS cloud offerings – over sixty million business users generating over two billion connections per day
- Created three-year, NIST CSF-compliant security plan, leveraging CIS CSC 20 and ISO 27001 controls
- Lead creation and implementation of Business Continuity and Disaster Recovery programs and plans
- Coordinating with DPO, managed practical GDPR compliance for enterprise
- Created and led Cybersecurity Council to create business ownership for security and risk concerns
- Conducted security maturity assessments & created risk management program
- Created and ran successful, gamified antiphishing awareness training program
- Created business ownership of security by co-chairing Information Security & Privacy Board
- Created third-party risk program in the form of questionnaires and audits
- Oversaw delivery of CASB, AV, NIDS, SIEM, WAF, and Firewalls and managed MDR vendor

Forcepoint, LLC, Austin, TX   Sep 2017 – July 2018

($650 million revenue with 3,000 employees)
Chief Information Security Officer (CISO)

Oversaw all enterprise security concerns as well as network operations.

- Oversaw compliance to GDPR, DFARS, NIST SP 800-171, ISO 27001, ISO 27018, SOC 2, CSA Star for the enterprise and for our own cloud offering (27 data centers worldwide)
- Created and ran Forcepoint-on-Forcepoint program, deploying industry-leading solutions to secure the enterprise – CASB, DLP, Insider Threat Protection, AV, Web & Email Protection
- Oversaw rollouts of PAM, I&AM, SSO, and MDM
- Lead creation and implementation of Business Continuity and Disaster Recovery programs and plans
- Drove global telecommunications and Internet circuit costs down by 20% year-over-year
- Facilitated revenue via partner and customer engagements and press activity

Pearson PLC, San Antonio, TX   Jan 2017 – Sep 2017
($10 billion revenue with 30,000 employees)
Product Information Security Officer (PISO) & Business Information Security Officer (BISO)

Drove a massive, multi-product cloud uplift, oversaw all product security concerns companywide

- Served as BISO for the Global Products BU, coordinating with Engineering leadership to secure Pearson's highest earning products
- Drove all security requirements, engineering & architecture, metrics for a new AWS-hosted multiproduct platform, integrating security into business and development processes to ensure that the platform was fully secured prior to launch
- Oversaw generation of security requirements and metrics for all digital products companywide

Polycom, Inc., Austin, TX   June 2006 – Dec 2016
($1.4 billion revenue with 5,000 employees)
Chief Information Security Officer (CISO)
        Formerly Director Product Security, Sr. Manager Product Security

Oversaw the unified Polycom Security Office, encompassing all enterprise and product security

- Created business ownership of security by co-chairing Information Security & Privacy Board
- Drove companywide, gamified security awareness programs and training
- Drove risk-based security uplift programs for the enterprise
- Created and managed Incident Response policies and procedures and served as incident commander
- Co-lead companywide ISO 27001 Certification, achieving full certification on first attempt
- Supervised companywide rollouts of streamlined SIEM, NIDS, DLP, CASB, and behavior-based endpoint protection

- Oversaw creation and implementation of joint security guidelines for IT/Engineering
- Lead Creation of Cloud and Managed Services Security Policies and Procedures – with pointers to ISO 27001 and ISO 27002, as well as ISO 27017 and ISO 27018
- Oversaw digital forensics team & project teams for BYOD, MFA, EUBA, PAM and IDS/IPS
- PSO served at various times as product managers, program managers, architects, consultants, integrators, test team, product developers and ambassadors to third-party labs for certification
- Created security certification programs (US DoD UC APL and others) to secure $114 million in annual revenue
- Through our support and services efforts, recovered $210 million over 5 years by creating tiger teams to deal with complex and unique customer security issues for key customers
- PSO developed a reputation as a leadership training ground, with four team members having successfully transitioned to leadership positions after their time with PSO

Polycom, Inc., Austin, TX   Jan 2002 – June 2006
Sr. Manager, IT Operations
      Formerly Manager, IT Operations

Managed one third of the company's IT infrastructure and personnel, aligning IT operations with an entire business division for the first time

- Turned around two IT teams; was the only staff member to be promoted to manage a site, and later a division
- Recovered over $850,000 from previous leadership's annual telco costs through contract re-negotiation and circuit restructuring
- Established new helpdesk metrics and SLAs for the division, training other divisions in our methods, reducing overhead and increased IT predictability and transparency
- Led global teams to expand the scope of security technologies and policies for companywide patch management, vulnerability scanning and anti-spam email gateways

Earlier Professional Experience

Ventix & Motive Communications, Austin, TX, *Tiger Team Lead, Sysadmin, QA Engineer*

Marid Technology, Austin, TX, *Owner/Consultant*

Thinkwell, Austin, TX, *Director of IT and Engineering*

IT Masters, Austin, TX, *IT Manager, Software Integrator*

Texas Department of Information Resources, Austin, TX, *Staff Technology Consultant*

InfoEdge Technology, Austin, TX, *Site Manager, IT Manager*

Stanley H. Kaplan, Austin, TX, Sysadmin, *LAN Admin, DBA, Instructor*

Scott, Douglas, and Luton, Houston, TX, *Network Administrator & Litigation Assistant*