

IT Data Privacy & Protection Professional

Accomplished IT manager experienced in creating and implementing global greenfield programs for IT data privacy protection, risk and controls, third party governance and technology sourcing/category management. Proven record identifying issues and opportunities to stay ahead of the curve. Breadth and depth of technology experience facilitates direct communications with business and technology management and staff in their terms. Passion for finding the story in the data. Analytical approach generates prioritized, actionable insights. Value-added service orientation engenders business partnerships driving positive organizational behavioral change and continuous improvement. Financial industry, systems and services provider, and educational publishing industry background.

Experience

PM SOLUTIONS, 2017

IT Sourcing Management Consultant

- Strategic technology sourcing support for the American Nurses Credentialing Center for product application re-engineering. Created RFI for core products replacement, including solutions “strawman” addressing scalability while maintaining privacy compliance via federation of data and controls as ANCC expands its geographic presence.

GARTNER, 2015

Research Director, Research Board

- Conducted industry research on behalf of the RB's Strategic Sourcing Research Board (SSRB) members, who typically report directly to the CIO or CTO and have IT sourcing strategy as a primary responsibility.

PEARSON EDUCATION, 2006 – 2015

PMO Consultant/Manager, 2006 – 2012 | Principal Information Security Analyst, 2012 – 2015

Data Privacy & Information Security

Supported launch of Global Data Privacy and Security Program and organization (2008–2012)

- Based on having created and program-managed COBIT-based risk-and-controls assessment and remediation for the global data center while at JPMorgan Chase, consulted as long-term SME to program. Authored program charter and supported program creation and roll-out.
- Conducted Pearson’s first global—more than 70 countries—privacy and security/risk assessments. First phase included student/client PII across business and geographic entities; the second, employee PII. Assessments queried respective IT assets, data inventory and classification, risk controls for data at rest/in motion, and adherence to data lifecycle standards, contractual and regulatory (PCI DSS, EU,...) requirements, and practices.
- Acted as BISO/GISO to program stakeholders—business line and country managers
 - Worked with business and technology representatives to manage information risk through remediation of workflow/controls and technology shortfalls. Guided stakeholders on mitigating controls where corrective action was not immediately possible, and in understanding and formally acknowledging risks incurred.
 - Created assessment and remediation tracking, other program KPIs (e.g., PCI compliance, laptop encryption) and data visualizations (e.g., heat maps). These facilitated data-driven approaches on two fronts: first, working with individual stakeholders to focus on their areas of greatest exposure and to address in a holistic manner; second, acting through stakeholders to identify endemic issues and risks, gather requirements, investigate applicable solutions, and leverage organizational spend to maximize risk reduction while preventing the proliferation of approaches and solutions to issues. Conducted DLP solutions RFP and acquisition in concurrent sourcing role.
 - Created and content-managed program intranet communications, collaboration and archive sites. Restricted sites acted as stakeholder-focused clearing-houses to facilitate cross-organizational sharing of issues and lessons learned. Enterprise-wide sites focused on employee risk awareness and training, encompassing general and locality-specific regulatory requirements and developments.
- Insured reporting consistency regarding issues, remediation projects, and individual compliance items. Prepared monthly stakeholder presentations, data analyses, and visualizations for quarterly board meetings.

Established Data Protection Center of Excellence (2012—2015)

- Managed Pearson’s global DLP solutions to drive organizational privacy awareness and compliance.
- Worked directly with business-line and country management stakeholders to track and manage PCI, PII, and contractual/regulatory compliance and associated risk portfolio.
 - Advised and directed stakeholders on privacy and security and risk compliance, process and technology controls, mitigation and remediation options, and improvement spanning local, contractual, and cross-border regulatory requirements.
 - Created, analyzed, reported privacy and data security compliance KPIs mapped back to originating business lines and countries, used to prioritize and drive risk awareness and response.
 - Amended business processes in marketing, customer service, and finance to protect sensitive information.
 - Piloted employee risk awareness/reduction awareness and programs to target endemic issues. Working with global T&E management and corporate travel services supplier, reduced PCI violations by more than 95%.
 - Engineered DLP support for specific regulatory requirements, such as Canada “opt out” compliance.
 - Worked intimately with global communications to design and configure global cloud Email SaaS DLP. Worked with stakeholders to reduce risk exposure by identifying business-line specific incidents for alerting and automatic escalation.
- Supported enterprise initiatives:
 - Designed, authored, and implemented social media and collaboration intranet presence for expansion of Data Privacy (transitioned to Legal) and CISO organizations (GRC, Security Design, SOC, BISO’s/RISO’s, Corporate Investigations) under new leadership. Collaborated with corporate and technology communications to insure messaging unity.
 - Working directly with stakeholders, product managers, and application owners, inventoried all globally-held PII. Several-months effort identified 350 million records total, 100 million U.S., and lay groundwork for uniform technology-assisted ongoing records-keeping—required for global corporate data loss insurance.
 - Progressed design of EU-based/compliant data inspection to segregate incident storage and federate workflow. SME advisor to U.K.-based SOC on data acquisition and inspection architecture and configuration.
 - In anticipation of transitioning the enterprise to ISO 27002:13-derived standard policies and procedures, mapped target to all current in-house standards in use, including CCM, HIPAA, NIST, and PCI-DSS.

PMO Consultant/Manager, IT Sourcing, 2006 – 2012

Launched and supported Global IT Strategic Supplier Sourcing and Vendor Governance program and organization.

- Supported creation of newly established global IT supplier governance function.
- Created IT sourcing baseline: processes, artifacts (RFxs), and KPIs, incorporated into corporate PDLC.
- Tracked supplier risk including supplier and engagement health, third party privacy and security compliance, and business continuity and disaster recovery testing and attestation. Worked with suppliers on remediation.
- Managed over 80 RFPs end-to-end, spanning bespoke development, infrastructure, information security (DLP), SW/HW maintenance, business solutions (invoicing, T&E, S&M, CRM), productivity suites/ unified communications, and offshore services (ADM, RIM, customer service centers). Directed matrixed teams.
- Created supplier catalog: domain skills RFIs, comparative global skill sets, services, rate cards.
- Rationalized supplier spend through ERP data mining and clean-up.
- Created common pan-supplier customer satisfaction survey and process driving engagement quality and success. Results embedded in supplier HR recognition/reward processes and programs.
- Identified, resolved service delivery issues with clients/suppliers.
- Instituted, projected 4-quarters forward/tracked 8-back services pipeline of key services supplier spend (\$100M+) and sourcing-generated savings.
- Optimized \$80M+ H/W and S/W maintenance.
- Designed, authored, and implemented supplier governance employee, stakeholder, and supplier social media and intranet presence.

Chase Manhattan Bank – JP Morgan Chase, 1992 – 2005

VP, Global Data Center Services, 2005

- Led post-insourcing redevelopment/redeployment of capacity management tools and processes.
- Analyzed post-insourced midrange environment. Identified 15% savings, 25% unrealized chargeback on \$100M expense budget.

VP, Global Data Center Risk and Product Management, 2001 – 2005

- Partnered with Corporate, IT Audit and Desktop Management to author COBIT-based risk register and associated controls. Responsible for all global data center production, development, disaster recovery, and business continuity services and products. Created and program-managed risk assessments, mitigation, and remediation spanning over 2,000 individual control items.
- Managed global software product assets, licenses, and maintenance across all platforms. Partnered with services supplier on pricing, maintenance, and issue resolution.
- Managed midrange platforms services portfolio.
- Tracked post-outsourcing ARC's and RRC's. Validated supplier billing, identified and resolved conflicts.
- Conducted product studies including recommendations for enterprise-wide document management (functional) and trading floor BCP (business requirements, technology, finances).

VP, Global Capacity and Equipment Planning, 1996 – 2001

- Headed capacity and technology planning and acquisition for all corporate data center systems, including three dozen mainframes and 200 midrange systems. Grew mainframe capacity 20% year-over-year keeping hardware and software expenses level. Doubled shared server/web capacity annually.
- Envisioned and implemented leading-edge resource management practices: modeled all systems/images daily, mined operational alerts to prioritize service issues, monitored external web response. All results web-published with next-day availability. Instituted predictive capacity planning and data-driven (analysis and incidents) service management.
- Authored business case for global data center site consolidation and expansion. Developed proprietary supporting financial and occupancy models and analyses after contracted consultancy failed to project required footprint. After JP Morgan merger, plan was carried forward into global infrastructure outsourcing.
- Member of core team outsourcing infrastructure support. Deal was worth \$5.6B over 7 years, with global data center services worth \$1.1B. Management SME on global data center capacity requirements and projections. Negotiated capacity planning, projected platform consolidation savings, final ARC's and RRC's.

VP, Global Midrange Systems Planning, 1993 – 1996

- Managed global midrange capacity/performance and technical planning. Responsible for midrange Chemical Bank M&A systems consolidation. Developed, instituted compute and storage chargeback.

VP, Midrange Technical Services, 1992 – 1993

- Managed midrange systems and network support. Core applications supported: CHIPS, FEDWIRE, S.W.I.F.T., Global Banking, all intra-bank financial messaging, and Money Transfer investigations.
- Managed data center move from Long Island to Brooklyn MetroTech.

Prior Career Progression

- **Barclays Bank** – Consultant
- **Digital Equipment Corporation** – Financial Industry Product/Consulting Services Manager, Senior Technologist
- **Bankers Trust Company** – AVP, Money Transfer PM
- **Security Pacific International Bank** – AVP, Money Transfer PM
- **Cooper Union** – Adjunct Professor, Structured Languages

Education

- **Cooper Union**, B.Sc. Engineering
Teaching assistant Computer Graphics, Introduction to Engineering; Dean's List

Memberships

- IAPP, International Association of Privacy Professionals
- ISACA (formerly Information Systems Audit and Control Association)
- CAUCUS, Association of Technology Acquisition Professionals
- IAOP, International Association of Outsourcing Professionals