



Richard “Mayer” Segal | Principal RiSe Solutions | www.riseit.net

Selling since March 2008	Strategic Transformation + Operational Experience	Graduate Education + Certifications
IT Service Management	Information Security	Information Security for Health Care & Biotech

Mr. Segal is a self-starter Team Lead, Consultant or Salesperson of managed IT services, Governance of Enterprise IT, and GRC projects to single or multi location enterprises operating within the tri-state region. Consulting engineer approach to architect / plan / implement layers or packages of IT services for enterprises. Gap assessment, strategic architect, pre-sales and CXO presentations, management communication skills. New business development, account management, email marketing, demand generation, social and direct selling, presence in community and selective netweaving.

My Reliable Business Process	Strategic Planning >	Business case for initiatives influenced by BABoK >	Solve IT governance goals with certified technical knowledge >
Business Analysis engineers solutions; apply 5 Core ITILv3 processes >	Project Management framework to realize deliverables >	Manage Program, Monitor Performance >	Apply PDCA for current and relevant performance

Highly skilled in:

- Governance of Enterprise I.T.
- Network Analysis and Risk Mgt
- GRC Projects
- Identity Access Mgt
- Info Security Architecture
- ITILv3 Principles
- Project Coordination
- Project Budgeting
- IR, DRP, BC Planning
- OS posture with GPOs
- Installed Software and AUP
- Mobile Device Management
- Migration planning
- Telephony Assessments
- Critical thinking
- Strategic Planning
- Trusted Advisor
- Program Management
- Line card sourcing
- Defense-In-Depth layers
- SIEM/DLP/Anti-Malware install

National Benefits Funds

New York, NY Sept-Oct 2017

Information Security Analyst II (mid-tier enterprise)

- Managed Symantec Managed Security Services (MSS) SIEM and McAfee SIEM (formerly Nitro Security). Function included submitting written multi-step procedure to document onboarding new devices, updating relocated devices between data centers, evaluated security logs for incident response. Recommended revisions to setup of digital dashboard, scheduling onboard reports to measure SIEM activity and status of WAN's threat surface through efforts of Security and Event Log Management (SELM) program.
- Prepared comparative report of MSS to McAfee SIEM with cited resources; attributes, supported software, costs, scalability; recommended continuity plan of SIEMs, plus mapping SELM program to CGEIT, CISM, ITIL and PMI (project management) to migrate from current to goal state in phased approach.
- Recommended integrating logical layers of defense for unified visibility of WAN from single SIEM dashboard.
- Recommended efficiencies of collaborative business processes between information security and IT to establish a defined reliable repeatable process that could mature capabilities.
- Evaluated and offered revisions to vulnerability and application scanning program via Rapid 7 Nexpose (strategy, governance, threat intelligence, incident response, continuous improvement)
- Overall, recommended aligning business processes with COBIT 5, CGEIT, CISM, CAP, ITILv3, ISO27000 series, PMI to migrate to goal state of SELM and vulnerability management programs to IS team that included Asst Director and CISO.



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Stryker

Mahwah, NJ April 1-6 2016

Team Leader to jumpstart migration of 400 devices

- Team Lead of Hardware/Data Migration
- Contract-based Team Lead to 3 traveling technicians for 4 days to jumpstart defined business process of migrating data/re-populate approved apps via MS SoftwareCenter.
- HQ environment with office, assembly and manufacturing operations.
- Seamless augmentation of corporate IT dept to migrate laptops, PC's, peripherals, populate approved applications for shop and knowledge workers..
- Contractor of Abbttech (recruiter) for Dell Services
- *Aligns with MCSA, CAPM, TPM, ITILv3, A+*

PANYNJ

Jersey City, NJ July 2013-Jan 2015

Enterprise Cyber Security Team Lead

- Team Lead of two man SOC to create integrated cyber security operations for 6500 node WAN; autonomous yet collaborative.
- Created Procedure Response documents for i) Incident Response, ii) VirusScan, iii) Vulnerability Management and iv) Alerts of threats and software patches.
- Projects and tasks completed via talks/meetings with section teams/heads and decision making IT directors. Communicated role's progress verbally, in weekly meetings / self-created reports reviewed by department chiefs, direct reports and section heads.
- Sourced/tested/facilitated procurement of CRM software to track CS issues and serve as documented knowledge base. Updated SOW document with CSD function (“proof of concept”) for extension term, plus recommendations to improve team function.
- End goal was i) keep incident response issues processed timely by severity via section teams, ii) keeps all enterprise software current, mitigating threats, iii) coordinates the cleansing of unwanted and approving of necessary software within the enterprise, iv) improves operations of layered network defense, v) keep WAN as safe as possible to perpetuate smooth daily operations.
- 6mos role became 18mos, contractor to Pomeroy IT Solutions, serving PANYNJ as on-site MSSP; special tasks below.
- *Aligns with CISM, CRISC, Vuln Mgt, SSCP, CAPM, ITILv3, S+*

➤ FireEye POC & Install of Multipoint Suite	➤ CIRT Swimchart, Call tree & Procedure Document
➤ Intel Security McAfee Antivirus ePO Support	➤ Cybersecurity Incident Tracker
➤ Solve Ransomware via Email attachment	➤ Alloy Asset Mgt- DBMS located assets/installed software
➤ Vulnerability Management Analyst via Qualys	➤ SIEM Analyst, Symantec Managed Security Service (MSS)

Northwell Health

New Hyde Park, NY June 2013

Traveling migration specialist

- Enterpr Domain migration/User support for Network Security
- Contractor to Renner Brown for Northwell Health
- *Aligns with CISM, CRISC, SSCP, CAPM, ITILv3, S+*

Chubb Healthcare Insurance

Jersey City, NJ May 2013

Traveling migration specialist

- Enterpr equip upgrade WXP-W7, 5day project. (Lenovo Laptops WXP > W7).
- Prep/follow-up laptops for WXP to W7 migration; assigned to 30 nodes; assist troubleshooting migration delays.
- Contractor to Sullivan & Cogliano for Compucom serving Chubb Healthcare Insurance
- *Aligns with MCSA, CAPM, TPM, ITILv3*



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StateFarm

Long Island, NY Nov 2012 - Mar 2013

Traveling migration specialist

- Enterpr equip upgrade WXP-W7, 330 nodes handled, avg 5psn/site, upgrade per procedure; 1.5 days/project.
- UPS,PCs,USB/NW peripherals, data migration, server-cloud; troubleshoot install/migration delays, recycle returned items.
- Contractor to DiSys Int'l for Compucom serving StateFarm.
- *Aligns with MCSA, CAPM, TPM, ITILv3*

The Home Depot, Concentra Healthcare

Union, NJ May 2012

Traveling migration specialist

- 3 day project, LAN phone rollout , 14pcs ea per 6 big box stores, SE NJ, Pomeroy IT Solutions for Home Depot.
- 2 day project, inventory nw hardware, 45 pcs ea per 2 immediate care locations, Greater NY area for Concentra Health Care.
- Contractor to Pomeroy IT Solutions serving The Home Depot and Concentra Health Care on separate projects.
- *Aligns with MCSA, CAHIMS, CAPM, ITILv3*

Teletch At Home

Remote from Home Aug 2011 - Oct 2012

Call Center IT CSR

- Virtual Inbound technical customer service operator; Triage technical calls nationally, route to respective sales or support desks; highest call volume shift (afternoon – evening)
- Route +/- 55calls / hr, 1K calls per 5 days, performance ranked within top 15 of 280 agents.
- *ITILv3, A+*

IBM Global Services

Melville, NY Aug 1998 - Oct 2000

Level 1 Global HelpDesk Agent; HelpDesk Operations Management

- Supported a wide range of LAN/WAN and stand-alone PC software/hardware issues for over twelve companies - each national in scope - with different computing needs from 24/7 global call center and help desk.
- Role focused on supporting the staff and consultants of prominent insurance companies, corporate users, big five accounting firms, etc. Assisted co-workers in troubleshooting/resolving some Level 2 customer problems.
- Trained approximately 20 co-workers to support facets of specific accounts at management's request.
- Contractor to Randstad/Technisource serving IBM Global Services.
- *Aligns with MCSA, CAPM, TPM, ITILv3, A+*

PUBLIC SPEAKER / PRESENTER. a. Consistently well prepared (visually and verbally) to present researched concepts to potential buyers; consistently lead them to buy. b. Students/listeners are thankful for informative, thought-provoking content presented in concise, attention-grabbing format. c. Excellent fashion sense dresses to attract listeners for each event. d. Prior knowledge of general audience enables preparation to reach them.

MANAGEMENT SKILLS. 20years experience creating objectives and strategic plans with C-level executives to realize those objectives; competencies supported by [top scores in] undergraduate, graduate and technical education programs. Collaborate with stakeholders to create project charter outlining project objectives, manage implementation and performance. Implementation may include securing temporary room to instill efficiency of project activities, team management, confidentiality and integrity of project content, and team synergy. Recruit and curate matrix teams to serve each project; often serve as public-facing project manager of SMEs who serve project interdependently, maintain effective/timely performance of project team. (e.g. Initiate, plan, monitor & control, [communications plan], close).



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Trade Certifications & Education (chronologic)

<u>Certification Name</u>	<u>Certify Authority</u>	<u>Completion Date</u>
Notary Public Certified Paralegal Certificate in Paralegal Studies	Nassau County NALA Boston University	July 2019 Self-study May – June 2019 March – May 2019
Network Management, Cloud Computing, Communication Skills, Portfolio & Program Management	Various Textbooks	Self-Study completed Dec 2020
MS Information Assurance & Cybersecurity, (12 courses, 48 credits); 4.00 GPA	Capella University	Begins 04/08/2019 thru March 2020
ECBA – Entry Cert in Business Analysis	IIBA	Self-study April 2019
GRCP – GRC Professional	OCEG	Self-study September 2018
CGEIT – Certified Governance of Enterprise IT Preparing for exam in June 2018	ISACA	CID 1005274, 09/02/218; weighted score 411 of 800, strong in Strategy & Benefits Realization
Microsoft Active Directory Installation & Administration (AD DS; AD CS; AD FS; AD RMS; AD LDS)	Cybrary.it Microsoft Virtual Academy	Self-study August 2017
A+	CompTIA Cybrary.it	Strong with Hardware, preparing for Software August 2018
CIAM Identity Access Management Privileged Account Management	Identity Management Institute; Cybrary.it Cybrary.it	06/30/2017
CCSP - Certified Cloud Security Professional	ISC(2), Cybrary.it	June 2017
CRISC - Certified Risk & Information Systems Control; (33/40ques; 4.0 CPE hrs) Privileged Account Management	ISACA Cybrary IT Cybrary IT	June 2017 04/15/2017 Compl cert #:Ca984bc643b763449f 04/26/2017 cert #.SCa984bc643e7282
Desktop Refresh Management of Microsoft- enabled User & Group Identities, their use of Services MCSA 70-346 Managing O365 Identities & Requirements (On-Prem < >Azure Active Directory) 70/347 Enabling O365 Services (O365, Outlook, SharePoint, Skype for Business)	Microsoft	August 2017
MBA, with Management Consulting	Capella University	April 2017-June 2018
CISM – Certified Information Security Manager	ISACA	EID: 171005274; Passed 03/26/17
CAPM - Certified Associate Project Manager Cybrary.it Technical PM	PMI	Qualifying Classtime + 03/2017
CAHIMS - Certified Associate in Health Information and Management Systems	HIMSS	#000700754437; 12/16/2016- 1231/2019
Capital Budgeting (PB, NPV, IRR, MIRR)	Capella University BBA, 100% web-based, self- paced.	Grade A; October 2016



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SSCP- Systems Security Certified Practitioner 7 Domains of Information Security	(ISC)2	489694 ; 10/01/2016-09/30/2019
ePO install/management, 9 videos	Intel Security / McAfee	02/15/2016
Advanced Threat Defense sandbox	Intel Security / McAfee	02/15/2016
VirusScan Engine	Intel Security / McAfee	02/15/2016
Enterprise Security Manager v9.2 SIEM	Intel Security / McAfee	01/23/2016
Network DLP – Data Loss Prevention	Intel Security / McAfee	12/23/2015
MIS20 Fundamentals of MIS (People, HW, SW, Data, Networks), DBMS, Cyber Security	LIU/Post	GPA 3.84; 12/22/2015
Vulnerability Manager, Policy Compliance, Web Scan (scan tool)	Qualys	Exam cert doc, 12/11/2015 + 11/2016
ITILv3 Foundations (for Information Security Management)	Acquiros	Cert# 2888304, 11/14/2015
Security+	CompTIA	COMP001020823796 7/2/15- 7/2/18
BBA, Management & Leadership	Capella University (100% web-based, self- paced, written)	4.00 GPA; 01/2016 – 11/2016
AAS, General Studies	LIU-Post, Brookville, NY	2.85 GPA; Dean's List F2015; Grad 12/2015
Read	Information Security Management with ITILv3, Best Practice, by Cazemier, Overbeek, Peters	Q32015
Read	CAS-002, 10 domains of CASP exam (CompTIA Advanced Security Practitioner)	Q32015
Completion Certificates; Certified Business Mgr/Supervisor, Business Analyst, Project Manager, Computer Networking, Computer Security. (Recert PM 02/28/17)	Expert Rating; Tex A&M Ext Certified Cyber Security, Network Assurance	ER Transcript Ids 3242454 (2/2017), 2933789, 2826762, 2826760 (2014)
Completion Certificates. Advanced end user of MS Office, WXP, Basic networking concepts & PC hardware; A+ Cert Class	New Horizons Computer Learning Center, Commack, NY	Summer 1998 - Summer 2000



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Industry Knowledge

- MIS Fundamentals
- Networking
- Voice Over IP telephony
- Telecom carriers, connectivity
- Business Continuity
- Hardware and appliance operations
- Software operations, OS and productivity apps
- Mobile hardware, OS, MDM
- Cloud storage
- Program architecture
- ITILv3 processes and procedures
- Project Management
- Cybersecurity programming and management
- Vulnerability Management
- SIEM architecture
- Incident Response
- Serve For-Profit Enterprises
- IT Architecture Consulting

Technical Skills

- Software skills Darktrace • Carbon Black • Active Directory ☐ Symantec Endpoint Protection (SEP) ☐ Symantec DLP ☐ Symantec Endpoint Encryption (SEE) ☐ McAfee DLP ☐ McAfee ATD ☐ McAfee AV and real time ePO • MalwareBytes • Windows 8.1 • Windows 7 • Windows XP • MS command prompt for endpoint analysis • SSH sessions • Cloud-based ticketing • Diagnostics, troubleshooting dysfunction, repair ☐ Data synching • Mobile OS • Microsoft Office ☐ OpenOffice • ACT! ☐ Hosted CRM.
- GroupWare & Email GroupWare/E-mail: Cloud-based Email • MS-Outlook, ☐ Web browsers ☐ Remote PC Support ☐ Software support, training, installation/removal • Practice Fusion cloud-based E.H.R / Practice Management.
- Hardware & Networking Cisco FirePower ☐ AlienVault ☐ Hardware connected local, networked or wireless [maintenance, installations, troubleshooting, diagnostics, repair] (i.e. hard drives, PCI cards, printers and all-in-ones, modems, laptop cards, etc.) ☐ Cisco IronPort • FireEye • Triumfant (for IoC) • Rapid7 Insight UBA • IGA for IAM • Unified Threat Management suite • SIEM • Symantec Managed Security Service (MSS) ☐ McAfee SIEM v9.2 to 9.6.1 • Cloud-based telephony • Scans for vulnerability, policy & compliance, web application via Qualys or Nexpose • Smartphone functionality • Routers and Switches • Client settings for LAN/WAN (i.e. network protocols, workgroups, domain name servers, etc.) ☐ Remote computing via dial-up or broadband with/without VPN ☐ Password resets for RAS connections ☐ Networking concepts [including logical and physical topologies] • Understand connectivity; LAN, Wireless.
- General IT Skills Design, purchase assistance (including web-based shopping), configuration, installation, testing, user training, incident support, network maintenance (both (remote and on-site). Work with computers, software, device drivers, smartphones, VoIP telephony, modems, routers, switches, panel room, computer science, assembly/machine language, decision analysis, data retrieval/analysis. Familiar with risk transference of cyberthreats via cybersecurity insurance.



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Line Card Repped

Invincea/Sophos
PerimeterWatch
CyberArk
ConvergeOne
Local MSSPs
OS33
Shoretel Sky
Vonage Business Service
Trustwave
AlienVault
Simnet
Alert Logic (Log Manager)

Application

NextGen Endpoint Malware Defense
Local managed Cybersecurity, Gap Analysis, Vulnerability Mgt, Compliance Management
Identity Access Management (IAM)
Managed IT Services, Avaya or Cisco Phone Systems >125seats, Managed Cybersecurity
Full service IT services for 25-200 seat businesses and medical practices
Cloud-based PaaS of Microsoft OS and Productivity apps
Leased circuit for Cloud-based phone systems serving 20-125 seats
Cloud-based phone system for 1-25 seats, mobile app, integrates with CRM
Managed Cybersecurity with Bit9, Project Services, mid-tier to large cap enterprises
Hybrid SOC-in-Box for mid-tier enterprises (SIEM, Vulnerability Mgt, Compliance)
Cloud-based SIEM for 100-2500 seat mid-tier enterprises
Graphic SIEM aggregator for mid-tier enterprise