

## PROFESSIONAL PROFILE

A certified Physical Security Professional (PSP) with a very broad base of experience. Always the person that is asked to solve the problems that others struggle to solve and will not stop until the problem is solved. Integrates excellent technical and operational leadership with the understanding of a customer service professional who applies an analytical approach to solve problems. Thrives in changing environments, uses creative thinking, cultivates positive relationships with peers, management, and customers all with the goal of solving problems and streamlining the security posture of the organization.

## CORE COMPETENCIES

- |                          |                                      |                                     |
|--------------------------|--------------------------------------|-------------------------------------|
| • Strategic Leadership   | • Physical Security & Access Control | • Project Management                |
| • System Integration     | • Risk Assessment                    | • Strategy Development              |
| • Stakeholder Engagement | • Training Development & Delivery    | • Installations & Quality Assurance |
| • Space Management       | • Customer Relationship Management   | • Procedure Development             |

## HIGHLIGHT

Awarded top honors by the Baltimore Federal Executive Board for a systems-integration project that saved the company over \$75,000.

## CAREER SUMMARY

### **ZENDESK, INC – MADISON, WI June 2021 - Present** ***Global Systems and Technology Lead***

- Primary administrator for the physical security & safety systems and technology related to access control, CCTV, and select intelligence technologies.
- Oversees contracts and relationships between various service providers that supply technology solutions for the GSS team including contract physical security systems integrators.
- Creates a global strategic plan for current and ongoing support of security systems.
- Regularly troubleshoots access control system issues.
- Primary point of contact during new construction projects to determine layout for security equipment like badge readers and cameras.
- Serves as a subject matter expert in intelligence and display technologies used by GSS staff and the Global Security Operations Center.
- Partners with stakeholders in Workplace Experience (facilities) and IT to create solutions that work for each Zendesk office.

### **WYCLIFFE ENTERPRISES – FREDERICK, MD Apr 2019 - Present** ***Security Project Manager***

- Project and design manager and on a 22 million-dollar, 85 locations, project to stand up and roll-out a new physical security division with a Federal Government client.
- Authored two NIST compliant system security plans and successfully defended the plans to IT/IA for Authority to Operate (ATO) for the enterprise access control and video surveillance systems
- Managed configuration and lifecycle management documents for all security systems and servers
- Sat on change control board and was a member of the patching and vulnerability assessment teams for all physical security systems and how they interacted and connected to the larger enterprise network
- Reviewing designs, security assessments, staffing levels and specifications to ensure compliance with security design criteria, life safety and national electric codes
- Developed and deployed a 100% HSPD-12 compliant access control system

### ***Key Achievements***

- Recognized by Agency leadership for unique ability to translate complex security concepts to IT and non-technical staff.

### **SMITHSONIAN INSTITUTION - WASHINGTON, DC** ***Physical Security Specialist***

**Sep 2016 - April 2019**

- Represented the Smithsonian to multiple stakeholders so the security requirements of multiple facilities and the Institution were prioritized
- Conducted vulnerability assessments for assigned events and properties, including facilities in Panama, and

reported findings to the facility executives and directors

- Performed physical and logical risk analysis for multiple facilities and recommended strategy and policy changes based on threats or deficiencies
- Technical Expert and Contracting Officer's Technical Representative (COTR) overseeing the CCTV and electronic security system, physical barrier system, X-ray machines, magnetometers, and emergency voice system designs
- Acted as the key stakeholder for the IP based radio systems used for security officers and facilities staff across the institution. Charged with defining requirements, designing system upgrades, and ensuring SLAs were met

***Key Achievements***

- Delivered concurrent projects in six states and 13 locations in Panama annually with 40% under budget
- Implemented new risk analysis and task management processes that increased productivity by 30%

**THE PHYSICAL SECURITY GROUP, LLC - FREDERICK, MD****Aug 2013 - Sep 2016****Senior Physical Security Project Manager**

- Provided 24x7 support to multiple Federal and commercial clients in the National Capitol Region
- Served as the Subject Matter Expert for all CCTV, access control and physical security intrusion detection systems, provided consultation and design recommendations to Federal Government clients
- Wrote all specifications, system designs, drawings and led surveys for potential contractors
- Functioned as the Safety Manager and Quality Control Inspector for all contracts
- Produced site specific job hazard analyses, risk assessments and enforced OSHA and local safety standards

**OTHER EXPERIENCE****JEN-ESIS, INC. - HAGERSTOWN, MD****May 2009 - Jul 2013****Physical Security Systems Engineer****UNITED STATES ARMY - VARIOUS LOCATIONS, USA, GERMANY, SOUTH KOREA****Jun 1994 - Aug 2011****Senior Technician/Section Chief***Feb 1999 - Aug 2011***Electronics Technician***Jun 1994 - Feb 1999***Infantryman (11M)***July 1991 - Jun 1994***EDUCATION****University of Arkansas Grantham****Dec 2016***Bachelor of Science in Engineering Management Technology***Dec 2016***Associate of Science in Computer and Electronics Engineering Technology***Mar 2013****CERTIFICATIONS**

S2 basic Technician Certificate – October 2021

Gallagher Access Control - Level 1, August 2019

CSEIP, May 2019

CompTIA Network+, March 2019

CompTIA A+, January 2019

CIW Site Development Associate, 2018

ITIL Foundation, 2018

ASIS Physical Security Professional (PSP) Certification, Oct 2017

Axis CCTV and Axis Control Certified, Axis Communications, Oct 2015

Project Management Fundamentals Certificate, Syracuse University, Apr 2014

**ADDITIONAL TRAINING**

Smithsonian Contracting Officer's Technical Representative Level 1 &amp; 2, 2017

OSHA 30-Hour General Industrial Safety Course, Dec 2016

U.S. Army Basic Installer's Course (BICSI TECH equivalent), May 2008

Army Systems Engineering Command Quality Control Inspector Course, 2003

**IT SKILLS****AutoDesk:** AutoCAD 2015, 2016, 2017, 2018 and basic REVIT functionality**Microsoft:** Microsoft Office Suite, Visio and Project**Google:** Google Apps and G-Suite