**John Mason MBA-IS, ITILv3**

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**EDUCATION**

**Florida State University:** Master of Business Administration: Information Systems (MBA - IS)

Graduated May 2016 *-* 3.6 GPA - Cum Laude - Haddad Scholar - Consulting Honors Group

**Florida State University:** Post-Graduate Degree: IT Project Management

Graduated May 2015 *-*  3.7 GPA - Cum Laude - CCI Resident Scholar - Lecturer for Undergraduate CCI Communications

**Frostburg State University:** Bachelor of Science: Business Management - Communications (BS)

Graduated January 2011 - 3.4 GPA - Cum Laude - Chancellors Scholar

ITILv3 Certified License # 02342290-01-J4QR - Information Technology Infrastructure Library

**Insight Global IT**

*Miami, FL - November 2019 - June 2023*

**IT Business Analyst**

* End clients were Fortune 500 Companies and Top 25 Sized Private Companies with Enterprise wide large scale projects.
* Senior Business Analyst on Global CyberSecurity Team for Fortune 500 end client Arthur J Gallagher Insurance
* Projects include URL Redirect Standardization, Email Flow Re-Architecture Project, CIAM Implementation, QRadar Optimization and Re-Architecture
* Daily activities included technical documentation, business interfacing, requirements gathering, kanban board maintenance, project audit checklist, helpdesk support, firewall tickets, project coordination, architecture inventory tracking, API documentation, project management and meeting facilitation when project managers where absent.
* Served as IT Security / Business Analyst on enterprise-wide projects for top 20 sized private company JMFamily.
* Interfaced with Business Units for project requirements gathering and end-user testing.
* Office of Information Security (OCIO) projects included Enterprise Encryption Data Protection, Sentinel One Endpoint, Automation Anywhere Robot Cloud Migration, Privileged Access Management, Governance Risk & Compliance, Security Operations Center Maturity, OCIO Data Protection, Microsoft Cloud Applications Risk Project
* Reported directly to VPs and submitted deliverables to CISO on multiple projects which pushed and/or accessed all 8,000 end-user devices, 6,000 Servers both on-prem and off-prem, including cloud migrations of data, robots, applications, and IAM solutions.
* Special Initiatives for PMO Portfolio Management included Demand Management and Project Record entry for IT leadership.
* Created BRDs, SOW's, Security Requirements, Network Diagrams, Project Budgets, and Deliverable Estimation Worksheets.
* Created network and data flow diagrams for TO (technology operations) and Information Security leadership.
* Served as Project Manager and IT Security Analyst on enterprise-wide projects for Financial Institution with 8,000 employees (Popular Bank). Led Federal IT Audit Workstreams for remediation of NIST, FFIEC, and CAT Federal IT Audit workstreams.
* IT Security Standards, NIST Technical Compliance, HIPPA Compliance, PCI Compliance, FFIEC Cybersecurity Standards, and enhancing IT Maturity Framework for the Organization.
* Reported directly to CISO for deliverables including IT Security Standards, NIST Technical Compliance, PCI Compliance, FFIEC Cybersecurity Standards, and enhancing IT Maturity Framework for the Organization.
* Created and authored Organization wide IT Security Standards for Security Logs Management & Monitoring, Server Virtualization, Firewall Configurations, Server Configurations, Router Configurations, Encryption and Data Security, Third-Party Vendor Security Reviews, Cloud Computing, IT Assets, & Configuration Hardening.
* Led BitLocker Disk Encryption Initiative for Windows 7 to Windows 10 Enterprise upgrade. Functioned as SME for CyberSecurity Teams for Disk and Device Encryption policies on 9,000 end-user devices, TPM Chips and Microprocessors for IO and DMA Attacks.
* Led SOX and NYDFSE Audit Remediation initiative for 40 Business Units. Performed application transitions from Department Business Owners to Active Directory for reporting and monitoring. 115 Applications remediated and reported to CISO.
* Created network and data flow diagrams for current and future states of networks for packet data and network traffic related to customer payments, loans, employee accounts.
* Functioned as SME for the creation of enterprise-wide Security Standards for Apple IOS, Microsoft Windows 10, and Microsoft Server 2019.
* Documented APIs between system applications. Tested and created policies with Qualys for hardening and configuring Apache Servers, Microsoft SQL Servers, Amazon Linux, Redhat, Microsoft IIS.
* Cybersecurity consulting for Technology Management Division on all enterprise Vendors handling of User Passwords. Analyzed Authentication protocols, Pre-Transmission, Transmission, and Storage/Database strength. Authentication analysis for Kerberos, SAML, Open AUTH, Pre-transmission Hashes, MD5 and Encryption levels for AES 128, AES 256, Salts, and DB encryption Volumes.

**Tek Partners IT** *Miami, FL - November 2018 - November 2019*

**IT Business Analyst**

* Served as Technology Analyst and Business Analyst on enterprise-wide IT Security Projects for company with 22,000 employees (Southern Glazers Wine & Spirits). Served as liaison between engineering teams and business units.
* Created data flow diagrams for networks for newly acquired Cisco Next Gen Firewall replacements. Documented DMZ devices and used PowerShell to update device status and IP addresses on networks.
* Authored BRD's, SOW's, Technical Requirements Documents and Business Unit Communications
* Analyzed and documented information for phone systems, network performance, hardware, cabling, and construction designs. Created Visio designs and spreadsheets for Security Engineers. Conducted On-Site Surveys for Wireless Access Point Installations and MDF/IDF Installations.
* Projects included UCCX to PCCE Phone System Upgrades, Server Redundancy and Endpoint Upgrades for SOCs and NOCs, Network Security Upgrades for Wireless Access Points, Server Upgrades, Equipment and Data Migrations
* Coordinated installations for 5 Warehouses with 200 plus end users each. Researched Technical specifications for Servers, Routers, Switches, Firewalls, Cables, and UPS. Negotiated purchasing with Vendors and ran meetings with Vendors and Stakeholders from Business & Engineering Teams.

**IBM Consulting** *Miami, FL - September 2018 - November 2018*

**IT Business Analyst**

* Project Manager and Lead Security Analyst on two enterprise-wide Network security projects for Fortune 100 Company IBM and fortune 100 client NextEra Energy. Project visibility for Board Members and C-Suite executives.
* Maintained and updated network diagrams for DMZ and data flow and traffic with security devices and load balancers. Trace routed and pinged devices and used IP blocks to document the route and traffic flow through the network.
* Coordinated service patching updates for operating system servers including Windows, GEXA, AIX, & Linux. Performed Data Analysis and performed patches on Servers for GEXA, AIX, IBM, and Linux.
* Trace routed and pinged 400 devices on the DMZ network, researched engineering owners, IP addresses, & Network Devices. Updated internal CRM databases and Jira based on research and contacted device owners while reporting results to C-Suit.
* 26,000 OS servers and 400 DMZ devices. Used NMAP, ZenMap, and BurpSuite to scan and map vulnerabilities in the network.
* Coordinated security vulnerability project with systems engineering team to close open ports on DMZ servers,
* Load balancers, and Switches. Interfaced with network security team and systems engineering teams to quantify and categorize all threats and patch requirements for devices. Threat mitigation for Cipher attacks, SNMP authentications, Birthday Attacks.

**Strategic IT Alignment Group**

*Tallahassee, FL - March 2016 - July 2018*

**Project Coordinator**

* Served as Project Coordinator for publicly traded corporation (Flowers Foods) with 10,000 end user devices (laptops and mobile devices). Interfaced with Leadership and Executives from Teams including Systems Engineering, Database Administration, IT Security, and Mobile Application Management.
* Created dataflow diagrams for 7 external websites into the internal web servers and ticketing systems, as well as DSO and EPowerCenter Applications.
* Mapped and documented the entire DMZ zone with all devices and IP addresses for a full migration of the devices and networks so that the typology for the new location would match the initial site.
* 3 Month Network Migration Project with 2 Data centers, 17 Servers (7 Physical, 10 Virtual), 4 DMZ’s (1 Physical, 3 Virtual), 4 Load Balancers, 5 Tape Loaders, and 4 Switches.
* Oversaw Used CMD and PowerShell functions to verify device functionality and diagram infrastructure sequences via IP Scans/Traces. diagram construction for multiple website management platforms interfacing with internal servers, IP addresses, and File Code transfers.
* Researched active external sites, ran meetings with website management vendors, created graphic diagrams for internal applications, servers, and file transport sources.
* One of 12 Project Managers selected to oversee the MFN-2 (MyFloridaNet-2) telecommunications network design, construction, implementation, and migration project. $800 Million Project Budget & managed $3 Million Department Budget.
* Scope of project included 4,200 circuits (Frame Relay and MLPS), 32 Technical Deliverables, 21 Document Deliverables, 340,000 End-Users, 6 Core-Nodes, and 3,100 CPE (Customer Premise Equipment) IT Sites/Local Customer Networks.
* Managed vendor and government client interactions between Harris Corporation, Century Link, the Division of Telecommunications (DivTel), Florida Department of Management Services (DMS), AT&T, and 31 FL Agencies.
* Mapped and aligned different Agency data security requirements with specific Agency (Department of Health with HIPPA, Department of Economic Opportunity with CIS)
* Authored Project Management Plan, Vendor Management Plan, Internal Project Schedules, Master Project Schedule, and multiple internal document deliverables. Managed Level 2 background screenings for all internal resources & contractors.
* Oversaw network build-out, core-development, and technical migrations/upgrades during implementation. Oversaw fulfillment of Network User Portal functionality and App integrations CA Spectrum, Remedy Ticketing System, Splunk, and RSA.
* Verified and tested network functionality during network build-out and ensured both PNOC (Primary Network Operation Center) and BNOC (Backup Network Operation Center) fulfilled operational requirements.
* Responsible for Contract Management including reviews and analysis of Change Requests, Invitation to Negotiate, Final Offers, Departmental Purchasing Guidelines, and Contractual Amendments.
* Responsible for reporting Bi-Weekly Status Updates from the CPMO (Contracts and Project Management Office) to the PMO (Project Management Office). Ran weekly update meetings with vendors and divisions (Engineering, Finance, Analytics).
* Conducted technical migrations and ran technical meetings to troubleshoot network problems for Engineers and Field Technicians. Created and maintained Project Risk Log, Issue Log, Engineering Reporting Analysis, and Project Archives.
* Led initiative to use MS Business Intelligence to track migrations and increase efficiencies for engineering deployments and technical contractors. Authored Network user guides for CA Spectrum, Scrubbing and Alerts Monitoring, Network Security Guide, Operations Guide, General User Guide, and Continuity of Operations (COOP) Emergency Guide.
* Gathered business requirements, conducted system process mapping, and executed market research for multiple projects for government and corporate clients including FL Department of Retirement, FL Department of Management Services, FL Agency for Health Care Administration, Day 9, Changepoint, Workday, and Accenture.
* Created federal budgeting forecast tool for the Agency for Healthcare Administration. Tool used for procurement of $10 million IT project and resulted in annual company revenue of $750,000.
* Authored Legislative Budgeting Request proposals and conducted information system research for technical specifications and budgeting requirements of enterprise IT systems.
* Created project schedule for the Department of Retirement mainframe replacement project. Moved on-site office servers and worked on rack-space changes during project location transitions.

**Bratt Décor, Inc.**

*Baltimore, MD December 2013 - June 2014*

**Project Coordinator**

* Managed international operations projects in Vietnam, China, Baltimore, MD and San Bernadino, CA
* Managed IT projects for internal CRM system, phone systems, customer & employee web-portals, and general network troubleshooting Managed a monthly department budget of $25,000 per month
* Revised the company claims process which resulted in an average company savings of $10,000 per month
* Managed the Solutions Department, three resources, and third-party relationships with vendors
* Negotiated with vendors for procurements with equipment, machinery, outsourced labor, manufacturing, and shipping contracts
* Worked with Web design team to ensure functionality of company sites across mobile devices and desktop OS