ISSYS POUERIE, MSCSIA, C|EH

**Senior IT Security Manager/**

**Senior Technical Program Manager** Austin, TX • 787-530-0661 • issyspou@outlook.com

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**PROFESSIONAL PROFILE**

Results focused Senior IT Manager with proven success in development, administration, architecture, and security of systems.

* Strategic and comprehensive privacy professional with vast experience in policies, procedures, and initiatives for establishing business and data management processes that reflect privacy requirements and comply with laws and regulations. Recognized for ability to operate effectively in a fast-paced environment with competing and shifting priorities, and flexibility across time zones.
* Technical lead for security, auditing and compliance efforts, including policy enforcement, reporting and compliance. Able to solve complex problems in a collaborative way and work cross-functionally with rigorous attention to detail in all work activities and products. Excellent written and verbal communication skills to be able to present to a variety of audiences from team members to senior and executive leadership.
* Committed to professional development and maintaining a high level of technical knowledge by keeping up to date with industry current issues in IT vulnerabilities including researching latest findings, industry trends, and vendor-specific issues and resolutions.
* Bilingual (Spanish and English); MS in Cybersecurity; BS in Engineering. Veteran-US Army Intelligence.

**SKILLS**

* **Security:** Certified Information Systems Security Professional (CISSP) in progress (expected completion Fall 2022); Certified Ethical Hacker (CEH); Authentication/Authorization/MFA/ABAC/PBAC/KBA, business continuity and disaster recovery planning, identity and access management, RSA Archer, Splunk, AT&T Cloud Bronze Certified, OWASP top 10, NIST.
* **Software and Programming:** Oracle MetaSolv Solution, VMWare, Remedy, Java, SAP Business Objects, Atlassian Jira 7.2 server administration, ASP.NET, CSS, HTML, MTS, and Adobe LiveCycle, DevOps,
* **Databases and Middleware:** Oracle Database, Microsoft SQL Server including DTS and Job Scheduling, MySQL, Oracle TDE, OBIEE, TOAD, Apache Tomcat, JBoss, Oracle BEA WebLogic Server 10.1, and IIS.
* **Other Technical Experience:** Systems architecture, security and design, networking and application protocols (TCP/IP, SSL/TLS, HTTP, and VPN/IPsec), firewalls, Linux and Windows server administration and installation, TSM; Agile PG/PM: Agile Development.
* **Certifications:** Six Sigma Green Belt, AT&T San Juan, PR. ITIL V2 Foundation, AT&T San Juan, PR.

**PROFESSIONAL EXPERIENCE**

CSGI, Austin, TX (Remote) 3/2019 – 5/2022IT

**IT Operations Lead and Security Technical Manager (Managed Services)**

Responsible for supporting AT&T’s Puerto Rico operations for security policies and procedures by providing managed services to third-party and in-house developed applications. Manage and support 13 applications developed in Java running on WebLogic Server 10.1, Tomcat, and IIS. Responsible for identity and access management (IAM), authentication/authorization/MFA/ABAC/PBAC/KBA, container, and data security. Responsible for maintaining updates to AT&T’s vulnerability managed system and application vulnerability testing repositories using RSA Archer. Responsible for SOX, ASPR, PCI, RMA compliance.

* Lead teams in conducting complex audits and internal reviews of systems, software, hardware, and applications for large-scale stakeholders including AT&T and Liberty Communications of Puerto Rico.
* Lead day-to-day privacy operations, oversee action plans, and improved business continuity.
* Serve as information privacy resource single point of contact (SPOC) and technical lead for privacy compliance, security auditing, and compliance efforts including deploying and sustaining the full capabilities of all enterprise-wide managed systems including agent deployments, policy enforcement, reporting and compliance.
* Monitor for, and ensure, security technical implementation guides (STIG) compliance, security, and performance.
* Collaborate with the chief information security officer (CISO) to ensure alignment between security and privacy compliance programs including policies, practices, and investigations, and act as a liaison to the information systems department.
* Implement and leverage security operations for 100% of all applications under Puerto Rico operations.
* Oversee initial, periodic, yearly, and established information privacy risk assessment and analysis, mitigation, and remediation.
* Support and comply with AT&T’s compliance program.
* Work cooperatively with DevSecOps and other organization units to ensure compliance of IT SOX by following AT&T’s security policy and requirements (ASPR) codes and National Institute of Standards and Technology (NIST) frameworks.
* Lead the development of specific, actionable roadmaps for improving data privacy and risk management programs and achieving strategic initiatives.
* Provide guidance on data privacy topics, advising and collaborating on processes, business continuity, and disaster recovery plans to customers.
* Established ongoing processes to track, investigate, and report inappropriate access and disclosure of protected information.
* Provide timely and accurate on-call rotation for after-hours system support, ensuring compliance with service level agreement (SLA) timelines, preventing fines for non-compliance and ensuring customer satisfaction.
* Supervised and trained 10 individuals.

AT&T, San Juan, PR and Austin, TX (Remote) 2008 –2019

**IT Operations Technical Program Manager**

Remote support for Puerto Rico from Austin, TX (2015 – 2019)

Managed, administered, troubleshot, and maintained over 13 applications developed in Java, running on WebLogic Server 10.1, Tomcat, JBoss, IIS, or IBM WebSphere. Single point of contact (SPOC) and technical lead for all security auditing and compliance efforts including support for solution design and program communications. Responsible for identity and access management (IAM), multi-factor authentication (MFA), container security, and data security. Technical lead for all auditing and compliance efforts. Collaborated with the DevOps team to implement and leverage security operations for all applications in Puerto Rico and Miami. Gained experience with security intelligence or intelligence analysis. Responsible for the installation, configuration, administration, and migration involved in WebLogic and/or WebSphere projects. Demonstrated excellent troubleshooting and problem-solving skills to quickly resolve end user’s technical issues across a variety of areas including OS, webserver, database server, security applications, DNS, SMTP, user management and permissions, and other software issues.

* Lead and primary point of contact during the Puerto Rico Hurricane Maria disaster recovery efforts working with local, state, and federal agencies to ensure continuity of AT&T security protocols during disaster recovery efforts.
* Ensured systems availability at 99.5% or higher.
* Managed user IDs, groups, and privileges, as well as provisioned and de-provisioned users using internal and proprietary tools while increasing access review reliability by 75% by updating and re-certifying access permission as needed.
* Served as SPOC and technical lead for the business continuity plan (BCP) and disaster recovery plan (DRP) for 100% of applications under Puerto Rico operations.
* Performed timely and complete system administration on servers including upgrades and patches.
* Monitored for and ensured security technical implementation guides (STIG) compliance, security, and performance.
* Identified system vulnerabilities and provided recommendations to software developers for addressing vulnerabilities.
* Upgraded, migrated, installed, and configured Oracle Communications MetaSolv Solution to include PL/SQL scripting and store procedure creation.
* Installed, configured, managed, and migrated SAP Business Intelligence platform, and Atlassian Jira Server platform.
* Successfully completed the virtualization of over 200 servers to VMware Hypervisor.
* Provided timely and accurate on-call rotation for after-hours system support, ensuring compliance with SLA timelines, avoiding fines for non-compliance and ensuring customer satisfaction.

CENTENNIAL DE PUERTO RICO (now AT&T), San Juan, PR 2005 – 2008

**Senior Systems Administrator Lead, Middleware**

Reported directly to the chief information officer (CIO) and the IT assistant vice president (AVP). Responsible for all backend related tasks including upgrade, migration, installation, and configuration of Oracle Communications MetaSolv Solution. Assisted with database creation techniques and database management systems (DBMS).

* Technical architect and SME for Oracle Communications Metasolv Solution.
* Responsible for data migration processes, data mapping, and product development and maintenance of Oracle Communications Metasolv Solution, involving requirement gathering, design, documentation, coding and unit testing.
* Performed technical analysis of domain problems and designed solutions by developing and testing PL/SQL procedures, triggers, and queries in Oracle, MS SQL, and MySQL databases.
* Developed, improved, and maintained universes and reports, as well as metrics and mechanisms used to make decisions in SAP Business Objects.
* Installed, configured, managed, and migrated SAP Business Intelligence platform and Business Objects IX to version 4.0
* Installed, configured, managed, and migrated Atlassian Jira Server platform.
* Lead a team of four (4) junior systems administrators.

US ARMY

**Intelligence Analyst (35F)**

**EDUCATION**

**Master of Science**, Cybersecurity and Information Assurance, WESTERN GOVERNORS UNIVERSITY, Austin, TX

**Bachelor of Science in Information Technology**, Information Assurance and Security, *magna cum laude*, AMERICAN INTERCONTINENTAL UNIVERSITY, Chicago, IL

**Bachelor of Science**, Electrical Engineering, POLYTECHNIC UNIVERSITY OF PUERTO RICO, San Juan, PR