

ERIC JEFFERY

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812 Panorama Dr., Elizabeth, CO 80107

CYBER SECURITY SOLUTIONS ARCHITECT AND EVANGELIST

Passionate, Energetic, and Results-Driven technology professional. I have a proven history of success closing new business and improving client success due to enhanced and improved technical solutions including cyber security and networking solutions. Adept at engaging high-level executives including “C-Suite” professionals, engaging, educating, and communicating on opportunities to close new business. Leverage technological assets to expand corporate and market value while controlling cost. Author, speaker and inventor with a Podcast and YouTube channel under the moniker Cyber Security Grey Beard focused on educating cyber security students and early professionals.

AREAS OF EXPERTISE

Network Design – Government Networks & Systems – Big Data – Cisco– TCP/IP – IPS/IDS– NOC/SOC – Threat Intelligence
Server Virtualization – SIEM – Blockchain – Cloud Security – Routing – Firewalls – LAN/WAN–Data Centers– Endpoints
VMWare – Threat Hunting – Cross-Functional Leadership – Healthcare – Financial Services – Network Security – C-Suite
Business Development – Revenue Growth – SAN – Linux/Unix – Cloud Operations – SAN– SaaS – Technology Integration

PROFESSIONAL EXPERIENCE

IBM – Remote (Denver, CO)

April 2018 to Present

SENIOR MANAGING CONSULTANT & SOLUTIONS ARCHITECT – SIOC PRACTICE, IBM SECURITY

Work in IBM Security as a senior resource engaging as necessary in numerous areas. Due to my vast array of expertise and experiences I work with both strategic engagements involving direct consulting, and tactical deployment hands on with numerous technologies. I cross functions and assist management with varying and abnormal requests due to my extensive background. My ability to get “down and dirty” with technology and at the same time discuss mid and high-level business challenges with C-Level executives makes me a unique and varied asset inside IBM Security.

- **Primary architect and implementation consultant** for \$5M SIEM design and deployment at health system in NY
- **Lead consultant on major vulnerability management** project for >\$5B firm involving over 6,000 devices
- Pre-sales consultant **closing >\$7M in business** involving media, financial services, and health care organizations
- **Created X-Force Threat Management Workshop** as a business development project to increase revenue and further the practices vision on cyber security defense maturity and enhancement
- **Solutions Architect** responsible for **scoping, scaling, and pricing** for SOC and managed security services solutions
- **Provided revenue generating staff augmentation services directly** to clients in media, banking, and Government in three different engagements covering 2 months (St. Paul, MN), 3 weeks (Shanghai, China) and 4 months (NYC)
- Participated in **creation and delivery** for numerous **RFP responses** to elicit new business and aid client satisfaction

VIDYO, INC. – Remote (Colorado Springs, CO)

October 2014 to February 2018

SOLUTIONS ENGINEER

Fulfill numerous roles and responsibilities both in the technical arena as well as business relationship management. As a solutions engineer I design, troubleshoot, and implement complex and secure video solutions for my customers. Clients range from small organizations to some of the largest financial firms and conferencing service providers in the world. I utilize my extensive security and networking background to ensure my clients and partners have the most secure video conferencing solutions possible. As a Technical Account Manager, I provide my service partners and resellers with project management, security review, technical guidance/training, and customer facing support.

- **Deliver presentations, training sessions and perform demonstrations** of Vidyo products to potential customers and client facing representatives for partner companies with focus on security requirements and certifications
- **Evaluate network implementations** to determine proper design, products and infrastructure placement.
- **Design, build, and configure proofs of concept (POC)** ensuring security validation including penetration testing, firewall configuration/testing, and compliance requirements.
- **Coordinate with development, QA, product management, client executives, and support** to make product recommendations and work through pre and post contract customer/partner issues.
- **Lead solutions engineer for multi-year, multi-million-dollar new business** deal with major Canadian bank enabling them to embed Vidyo into their Genesys Workflow – **First of a kind for Vidyo.**
- **Assist sales team to qualify opportunities** via use case and work flow analysis and technical viability
- **Fill out RFI/RFP/RFQ literature** as technology expert answering questions and providing direction on solution

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X-IO TECHNOLOGY – Colorado Springs, CO

April 2014 to September 2014

DIRECTOR OF INFORMATION TECHNOLOGY AND FACILITIES

Dynamic position involving standard IT Leadership combined with customer facing and marketing integration. Manage entire IT and Facilities team ensuring availability and performance of standard IT products and services as well as work with solutions engineers and leadership to grow the business. Identify new technologies to increase efficiencies and productivity of entire organization.

- **Trained with solutions engineers, architects, and senior developers** to understand complex end-user computing solutions with VMWare and Citrix and how X-IO Technology can fit in and integrate with these solutions. Engage with VARs, system integrators, X-IO channel team, solutions engineers and architects to **identify new business opportunities** and aggressively pursue green fields for **revenue generation**.
- Work with internal solutions engineers and vendor partners in the **backup and virtualization space to design and implement WAN disaster recovery solution**.
- **Manage 15+ vendors involving >\$3M in contracts** including software contractors, distributors, and building and security management.
- **Maintained 100% uptime** for WAN, internal network and all systems during entire tenure at X-IO.

QUADRAMED – Reston, Virginia/Remote (Colorado Springs, CO)

June 2005 to January 2014

SENIOR MANAGER, SYSTEMS ENGINEERING

Provide detailed technical support including new client opportunity identification for deep technology solutions. Identify and create service opportunities to meet the needs of major healthcare networks. Liaise between numerous departments, as well as interrelate with internal and external C-level executives to strategically align technology and business objectives. Engage technology partners including VMware, EMC, Citrix, Cisco, and IBM among others to find and sell the best technical solutions to customer base. Negotiate and manage payment terms and technical specifications for state-of-the-art projects on a global scale. Promote business development and technology solutions in collaboration with sales team. Attain maximum ROI through tactical management of \$1.8M+ annual budget.

- **Participate in responses to RFI/RFP** including delivery of information on hardware configurations and pricing
- **Critical member responsible for closing major new business** with Los Angeles DHS and NYC Health and Hospital Corporation entailing massive data center consolidation projects involving Cisco and VMWare solutions.
- Integral participant in attaining numerous deals totaling **more than \$35M in new business**.
- **Meet regularly with C-Level customer leaders** to close new business and resolve outstanding critical issues
- **Identified new service offerings, created business cases, and managed relationships** with multiple vendor partners to fulfill client needs surrounding remote hosting, cloud computing, and other technical solutions.
- Maximized resource utilization for healthcare organizations through **creation and establishment of services** that enable remote monitoring, management, and maintenance of environment.
- **Champion service outsourcing for hospitals** to inspire heightened focus on quality healthcare and ensure proper servicing for complex multi-million-dollar computer system implementations with focus on Cisco and VMWare.

HP/AGILENT TECHNOLOGIES – Colorado Springs, Colorado/Fairfax, Virginia

August 2000 to June 2005

NETWORK OPERATIONS VENDOR MANAGER

NETWORK MONITORING TEAM LEAD

Inaugurated and managed \$3.2M+ Network Operations Center contract with external agency encompassing more than 2,000 devices. Commanded daily operations of 13-member staff to organize and isolate WAN/LAN outages for 140+ unique sites. Executed performance management and capacity planning for one-third of global network. Traveled to Malaysia and Singapore to restructure Network Operations Center and administer operational training to 30+ employees, and consequently served as initial escalation point for Malaysian location.

- **Off-shored System and Network Management Center** to Singapore and Malaysia. Present to train new staff.
- Acted as **global network escalations contact** affecting multi-million-dollar business.
- **Spearheaded \$3.6M contract and outsource agency for 24/7 NOC**; managed complete setup and maintenance.
- **Created Layer 3 HP OV solution during largest network split in company history** by pulling 40K+ nodes out of 180K+ node network.
- **Accelerated conflict prevention and resolution by instituting proactive Syslog analysis** that enabled errors to be identified before users could see them.

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EDUCATION & CERTIFICATIONS

B.A. – Economics – University of Colorado, 1993
IBM Certified Architect
The Open Group Architecture Framework (TOGAF) Certified Architect
AWS Cloud Practitioner

ADDITIONAL ATTRIBUTES

- Secret Security Clearance – Inactive
- Received 7 Professional Awards including Sales Excellence and Distinguished Speaker
- Published 23 Articles via 9 different venues including CISO Magazine and Info Security
- Presented at 19 Conferences in the US and Canada from 2005-2020
- Acquired 38 IBM “Badges”
- Filed 2 Patents through IBM with the US Patent and Trade Office
- Operate and Maintain Cyber Security Grey Beard® Podcast designed specifically for students and early professionals growing, learning and advancing in the Cyber Security profession
- Acquired Registered Trademark for Cyber Security Grey Beard
- Member of Institute of Electrical and Electronics Engineers (IEEE)
- Member of Internet Technical Committee
- Member of Technical Committee on Computer Communications