

JAMES O'BRIEN

Head of Infrastructure & Security | IT Strategy & Architecture | Servant Leader

PROFESSIONAL PROFILE

Transformative Director of Technology with extensive experience leading the design and implementation of technology and risk reduction solutions to maintain security and technology operations. Effective leader known for consistently identifying ways to streamline processes and reduce budget expenses. Adept at building strategic action plans and leading cross-functional teams in executing plans. Experienced in Public Cloud, Risk Management, Cost Reduction, and Service Delivery.

PROFESSIONAL EXPERIENCE

AMERICAN FAMILY INSURANCE – MADISON, WI

March 2019 to Present

Director Technology Engineering

Led five Platform Engineering teams with 58 personnel consisting of employees and contractors for core infrastructure solutions covering public and private cloud service delivery.

Notable Contributions:

- Managed reduction of \$168M enterprise-wide infrastructure budget and forecast down to \$141M over a three-year period based on savings commitments for optimization of spend and adoption of alternative investment models.
- Directed consolidation of 13 data centers, resulting in 25% reduction in resources and overall improvements in performance as part of a multi-year consolidation to contract to 3 data centers.
- Executed enterprise-wide technology discovery to identify commonalities and distinctions within solutions, establishment of an overall roadmap for technology alignment and consolidation.
- Drove consolidation of line of business infrastructure software licensing and adoption of a shared set of infrastructure original equipment manufacturers to improve operational efficiency and increase reliability.
- Led implementation of enterprise intercommunication needs, resulting in the establishment of an enterprise-wide area network strategy and solution.
- Collaborated with Ransomware Task Force to enable new, enterprise-wide data resiliency capabilities.
- Implemented service definitions for infrastructure service offerings covering shared responsibilities, service commitments, and tiers for consumption-based infrastructure utilization.
- Established OneCloud framework based on an array of providers, including AWS and Azure, for customers of varying skill levels to utilize services at a low point of entry.
- Developed training program for staff of 200+ to provide hands-on training and knowledge of public cloud service delivery, data center infrastructure capabilities, and network service delivery.

TASC – MADISON, WI

December 2018 to March 2019

Senior Security Engineer

Established security metrics on operational and risk management effectiveness for reporting to leadership.

Notable Contributions:

- Led gap assessment of security controls for next-generation third-party administration and self-service platform with associated prioritized remediation plans to reduce attack surface and mitigate risk.
- Designed and developed security capabilities for use in AWS to introduce detective and preventive controls needed to establish a comprehensive control framework for public cloud adoption.

AMERICAN FAMILY INSURANCE – MADISON, WI

October 2016 to December 2018

Enterprise Solution Architect

Designed infrastructure and security solutions within on-premises data centers and public cloud providers.

Notable Contributions:

- Drove technical evaluation of commercial infrastructure and security products via cross functional technology selection teams to identify transformative opportunities for the advancement of IT operations and cyber security.
- Established and presented data protection strategy focusing on establishing standards for data at rest, in use, and in motion to provide a comprehensive set of security controls to reduce risk to sensitive information assets.

- Developed 18+ reference architectures and supporting reference implementations aligned to use case-oriented patterns for the adoption of Amazon Web Services (AWS), leading to migration of numerous Application teams.
- Established multi-year carrier and colocation strategy to map out the delivery of an enterprise-wide area network and the delivery of private cloud capabilities aligned to our public cloud provider strategy.

EPIC – MADISON, WI

March 2016 to October 2016

Chief Security Officer, Hosting

Led information security program and personnel for Epic's electronic health record systems PaaS offering.

Notable Contributions:

- Mentored technical professionals on career progression, technology design, architecture practices, and security principles, which improved the adoption of best practices.
- Expanded and built security governance capabilities to address gaps, align to regulatory drivers, and position service offerings for future compliance attestations.
- Drove the implementation of five security initiatives focused on enhancement of technical security safeguards for cloud service provider capabilities in hosting of electronic health record systems.
- Served as the HIPAA privacy officer for Epic's hosting line of business; managed and oversaw third-party attestations on privacy and security practices within service offerings.

QBE INSURANCE – MADISON, WI

July 2014 to February 2016

VP Global IS Security Operations Manager

Established and managed a global team of 13 via regional managers of technical security personnel. in the execution of projects, delivery of security practices, and day-to-day management of security operations.

Notable Contributions:

- Developed and strengthened enterprise security architecture focused on risk-based practice areas, including application security, infrastructure, identity management, threat management, and analytics.
- Designed, implemented, and maintained network security, data loss prevention (DLP), intrusion prevention (IPS), endpoint, and mobile device management security capabilities.
- Defined PCI-DSS compliance strategy and led execution of initiatives to ensure alignment to ongoing attestations.
- Served as HIPAA security officer for North America operations.

WISCONSIN DEPART OF JUSTICE – MADISON, WI

August 2013 to July 2014

IT Security Officer

Led organization-wide Information Security program aligned to ISO 27001 and CJIS regulatory requirements.

Notable Contributions:

- Led the transition and adoption of multiple distinct SaaS offerings, which outsourced IT service delivery for numerous services and applications, including Microsoft Office 365 (M365).
- Drove data center modernization with a focus on research, business case, and architecture; covering data center colocation facilities and public cloud offerings.
- Oversaw security initiatives and provided thought leadership on organizational initiatives to ensure the effective management of security and technology-related risk.

QBE INSURANCE – MADISON, WI

November 2012 to August 2013

Lead Information Security Analyst

Directed the reduction of vulnerabilities by restricting and developing an effective vulnerability management program.

Notable Contributions:

- Overhauled security processes to deliver comprehensive assessment and management of security risks for cloud service providers and business process outsourcers for transformational initiatives.
- Designed and managed network security, data loss prevention (DLP), intrusion prevention (IPS), endpoint, and mobile device management security capabilities.
- Led execution of multiple information security projects to implement and maintain security capabilities in support of risk remediation efforts.

Security Architect

Directed compliance, privacy, and security strategy within TDS Telecom and TDS Hosted & Managed Services.

Notable Contributions:

- Implemented and maintained firewall systems, vulnerability management solutions, and intrusion prevention (IPS) devices; ensured proper configuration and management of systems to support on-site and remote users.
- Designed and led adoption of customer enrollment identity and access management solutions for customer self-service platforms leveraged by more than 1.2M customers.
- Architected and consulted on security requirements to protect CPNI within the software development lifecycle and telecommunication product management to align with modern security practices.

EARLY CAREER

IT SECURITY RISK MANAGER - CUNA MUTUAL GROUP (TRUSTAGE)	2005-2008
SECURITY ARCHITECT - ALLIANT ENERGY	2001-2005
IT STRATEGIC PLANNING MANAGER - TDS	1999-2001

EDUCATION

BACHELOR OF ARTS – ADMINISTRATION OF JUSTICE, PSYCHOLOGY – UNIVERSITY OF WISCONSIN PARKSIDE

COMMUNITY ACTIVITIES

CLOUD SECURITY ALLIANCE, WISCONSIN CHAPTER VICE CHAIR

CLOUD SECURITY ALLIANCE, WISCONSIN CHAPTER CHAIR

SANS/GIAC GSEC ADVISORY BOARD, VICE CHAIR

SANS/GIAC GSEC ADVISORY BOARD, MEMBER

SANS/GIAC GCFW ADVISORY BOARD, MEMBER

SANS/GIAC GCFW, AUTHORIZED GRADER

SANS/GIAC CODE OF ETHICS, EDITOR & PROJECT LEAD

CERTIFICATIONS

IAPP CIPP/US

ISC² CISSP CERTIFICATION

SANS GSEC CERTIFICATION

PRIOR CERTIFICATIONS

AWS SOLUTIONS ARCHITECT ASSOCIATE CERTIFICATION

AWS CERTIFIED SECURITY SPECIALTY

SANS GCFW/GPPA CERTIFICATION

SANS GSNA CERTIFICATION