MARSHAL E. HARRIS

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(708)829-8925 harrisme96@gmail.com USN Veteran

Qualification Highlights

Professional

- Highly experienced Information Systems Security Manager (ISSM) with a decade of IT operational expertise.

- Proven track record in developing and implementing robust security policies and frameworks to enhance cybersecurity postures.

- Excel in driving operational efficiency, optimizing resource utilization, and ensuring regulatory compliance.

- Possess keen insight on techniques for operational crisis management, risk assessments and mitigation.

- Expert level ability in solving complex problems utilizing strong analytical and deductive skills.

Management

- A result driven leader with practiced verbal, written, cross-cultural, and presentation skills.

- A talented ability to communicate through challenging or high stress situations, and articulate technical topics into digestible actionable terms.

- Adept at team building, coaching and mentoring to clarify project management goals and objectives in a manner that ensures alignment for successful mission execution.

- Effective collaborator with customers, suppliers, and internal teams innovating, designing, and specifying the manufacture of fully defined quality-centric protocols resilient to external and internal threats.

- Competent in Risk Management Framework plus Incident Management and response.

Technical

- Well-developed understanding and capability to provide in-depth support for the following systems, programs, tools, and protocols:
  - Windows OS, macOS, Linux, Cisco Routers & Switches
  - MS Office 365, Salesforce, Slack, EMASS, AWS
  - Active Directory, ITSM, Remote Desktop, SharePoint
  - TCP/IP, VLANs, Firewalls, VPN
  - Antivirus, Data Encryption, IDS/IPS, SSL/TLS

Work Experience

Information Systems Security Manager (ISSM) Naval Special Warfare Group TWO

Virginia Beach, Virginia — November 2021 – May 2024

- Managed cybersecurity program for 1200 users by drafting and implementing policies using DoD, U.S. Navy, and NIST standards, methodologies and frameworks, ensuring network compliance, and coordinating regular training on cybersecurity best practices.

- Spearheaded a multitude of phishing campaigns aimed at training users to understand how to protect against well disguised phishing attempts from threat actors as methods of infiltration evolve.

- Conducted cybersecurity assessment on 8 branch locations. Creating comprehensive reports regarding findings and suggesting recommendations that were presented to executive staff, empowering informed decisions to be made in accordance with established business policies and practices.
- Increased network compliance through the rigorous tracking, reporting, and handling of cybersecurity incidents. Mitigating the risk to networked devices, and lessening equipment costs due to compromise assets by 20%.
- Directed a team of 5 technicians in the bi-annual turnover of communication assets for 300 users across 7 different European countries. Seamless communication was maintained with our headquarters while navigating multiple time zones to ensure all deadlines were met within the tight schedule. The annualized loss expectancy dropped by over 60% after creating a database to manage all assets as contracting restrictions diminished the ability to purchase new devices.
- Orchestrated multiple aspects of departments capital equipment replacement plan (CERP), identifying and tracking equipment through its lifecycle, proactively mitigating risks by preparing proper replacement items prior to devices end of service life, end of a manufacturer's support, or product discontinuation.
- Advised on equipment purchases and network infrastructure design, maintaining Naval network security standards.
- Contracted in-person training sessions for 60 technicians, across 11 industry certifications, fostering personal and professional growth and further developing skills to be used within the organization.
- Conducted site surveys with bidding vendors for a multi-million-dollar video teleconferencing (VTC) suite upgrade to multiple satellite locations ensuring alignment with the needs of leadership as well as other users that may use the systems.
- Collaborated with knowledge management and web design teams to streamline onboarding processes, ensuring proper training is conducted prior to granting network access; enhancing productivity through automation as soon as personnel arrive on-site.

Mobility Program Manager, Naval Special Warfare Group TWO

Virginia Beach, Virginia — August 2018 - October 2021

- Supervised and trained a team of 10 in Information Systems operations, troubleshooting, and network administration.
- Managed Remedy Trouble Ticketing System queue for a team of 7 technicians with a user base of 450 personnel, increasing ticket closure rate by 15%.
- Upgraded workstation operating system builds for over 1,300 assets from Windows 7 to Windows 10 with a team of 7 technicians.
- Configured and troubleshot 400 Cisco and Aruba routers for classified networks, enabling continuous connectivity when users were not located on-site.
- Proficient in Mobile Device Management (MDM), managing 420 mobile devices and overseeing a $360,000 Verizon Wireless contract.
- Acted as a Local Registration Authority (LRA), supporting PKI implementation and configuring PKI tokens for classified network access to 300 users.

Communications Department Supervisor, USS Farragut

Mayport, Florida — NOV 2014 - AUG 2018

- Managed and operated a communications suite of varying frequency ranges and networking suite, supervising maintenance and operations for secure data transmission.

- Managed maintenance work center, facilitating over 1,000 annual maintenance actions on communications equipment enabling the department to focus on training on the equipment rather than conducting corrective maintenance.
- Created standard operating procedures and conducted training on proper emergency shutdown and restoration of shipboard networking equipment, enhancing team capabilities when deployed overseas.
- Led efforts as a communications subject matter expert with 5 partner nations to better manage and strengthen interoperability between all partners critical networking and communication equipment, ensuring seamless coordination should alternate forms on processing be needed.

Formal Education

- Bachelor of Science in Cybersecurity; Old Dominion University, Norfolk, VA – In Progress
- High School Diploma, Homewood Flossmoor High School, Flossmoor, Illinois (2014)

Certifications

- CompTIA Security+ (Renewed 2024)

Technical Training

- Assured Compliance Assessment Solution (ACAS) Course
- Project Management Professional (PMP) Course
- CompTIA Advanced Security Practitioner (CASP+) Course
- ISACA Certified Information Systems Manager (CISM) Course
- CompTIA Cybersecurity Analyst (CySA+) Course

References

- Billy Young

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