

ABOUT ME

I'm a technology professional and hobbyist who finds ways to teach others in every position I've ever held. As my years in technology (and my personal tech stack) grows, so does my focus on the "big picture." I'm passionate about the concept of *Blended Learning* and love discussing how technology can, when used appropriately, enhance education.

EXPERIENCE & SKILLS

Server Administration, Technical Documentation, Storage Area Network (SAN), Training & Development, Backup & Recovery Systems, Internal Controls, Operational Risk Management, IT Governance, Process Improvement, Operating Systems, Data Center, Networking, IT Strategy, Analysis, Infrastructure Architecture, Software Architecture, ITIL, TOGAF, Virtualization, Enterprise Storage

WORK HISTORY

VICE PRESIDENT, SECURITY STAFF MANAGER 7/2024 to Present
PNC Bank, N.A.

- People manager role over a team of Endpoint Detection and Response professionals.

PART-TIME FACULTY 1/2024 to Present
Robert Morris University

- Teaching for-credit undergraduate courses

VICE PRESIDENT, BUSINESS TECHNOLOGY MANAGER 9/2023 to 7/2024
PNC Bank, N.A.

- People manager role over a team of Backup and Recovery, Server Virtualization, and Network Attached Storage resources.

VICE PRESIDENT, SOFTWARE ARCHITECT 6/2021 to 9/2023
PNC Bank, N.A.

- Oversaw Governance of Software Architecture, and was responsible for improvements that enhanced efficiency, transparency, and auditability.
- Worked with Software Developers on internally-developed solutions, as well as integration of third-party and cloud solutions .

ASSISTANT VICE PRESIDENT, INTERNAL AUDITOR SENIOR 9/2017 to 6/2021
PNC Bank, N.A.

- Conducted audits across multiple technology areas.
- Evaluated risks, compensating controls, and identified gaps.
- Conducted work as part of Internal Audit cycles, as well as audits/reviews by external bodies.

ASSISTANT VICE PRESIDENT, INFRASTRUCTURE ARCHITECT (Backup, NAS, SAN, Mainframe) 2/2016 to 9/2017
PNC Bank, N.A.

- Maintained Enterprise Standards for Backup & Recovery, Enterprise Storage, and Mainframe.
- Worked with cross-functional teams to conduct Proof of Concept for new solutions, evaluate third-party vendors, and any other internal requirements needed to meet the needs of the bank.

SYSTEMS ADMINISTRATOR SENIOR (Backup and Recovery) 3/2015 to 2/2016
PNC Bank, N.A.

- Provide Backup and Recovery expertise to cross-functional Projects and Provisioning team.
- Configure and test file-system backups for new Linux and Windows servers, Oracle and SQL databases, and Windows clusters.
- Assist in the following areas as needed: Renewal and Decommission, Storage Engineering, Storage Operations.

- Created documentation and procedures for use by the Operations team.

TECHNICAL PLATFORM SPECIALIST II (Backup and Recovery)

3/2014 to 3/2015

PNC Bank, N.A.

- Part of technical team that supports data backup for over 10,000 servers, consisting of Wintel, Unix (AIX, Red Hat, Solaris), Lotus Notes, SQL and Oracle Databases.
- Led support efforts for Teradata backup and recovery, establishing support for new technologies such as vBlock and RSA Archer.

ENTERPRISE DATA BACKUP ADMINISTRATOR

4/2012 to 3/2014

Big Heart Pet Brands, formerly Del Monte Foods

- Sole responsible party for all data protection and disaster recovery activities in Del Monte Foods' entire IT infrastructure, which is dispersed across over 30 locations nationwide.
- Administer data protection in a heterogeneous environment consisting of physical and virtual hosts. OS and Software includes MS Windows 2003/2008, Linux, HPUX, MS-SQL and MS Exchange.

SERVICE DESK ANALYST

8/2011 to 4/2012

Del Monte Foods

- Configure Cisco IP phones for end users, reset Active Directory account lockouts and password resets.
- First level hardware and software issues, server and end user.

COMPUTER OPERATOR

2/2011 to 8/2011

Del Monte Foods

- Off hours Service Desk support, and first-level ticket resolution.
- Batch and process monitoring and escalation.

EDUCATION

ROBERT MORRIS UNIVERSITY

1/2016 to 5/2018

- M.S. Information Systems Management
 - Maintained a 4.0 throughout
 - Inductee to Alpha Iota Mu International Honors Society, 2018

CALIFORNIA UNIVERSITY OF PENNSYLVANIA

2015

- B.A. Liberal Studies

CERTIFICATIONS

- TOGAF 9 Certified (Level 1 and 2) Architect. License: 112121
- ITIL Foundation Certificate in IT Service Management. License: GR750211299CJ
- VMware Certified Associate - Data Center Virtualization. License: 12012194-9804-B1B52AD6101D

PUBLICATION & PRESENTATIONS

- Issues in Information Systems Volume 25
 - The impacts of generative artificial intelligence (AI) in knowledge discovery and generation for cyber defense
 - Co-written with Ping Wang, Ph.D.
- Issues in Information Systems Volume 19, Issue 3 pp. 150-159, 2018
 - [Cybersecurity Incident Handling: A Case Study of the Equifax Data Breach](#)
 - Co-written with Ping Wang, Ph.D.

- 2024 – Ping Wang, Christopher Johnson, The impacts of generative artificial intelligence (AI) in knowledge discovery and generation for cyber defense
 - 64th IACIS Annual Conference
 - Atlantic Beach Florida
- 2018 - Ping Wang, Christopher Johnson. Cybersecurity Incident Handling: A Case Study of the Equifax Data Breach.
 - 58th Annual International Conference International Association for Computer Information Systems.
 - Clearwater Beach Florida.