

# JASON T. OWENS

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## Manager IT Governance and Information Security IT Manager and Web Manager Director Online Operations

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### BUSINESS AND TECHNOLOGY LEADER

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Seasoned IT, security, and development leader with over 15 years experience and a constant drive to make improvements. A unique skill-set, record of success, and creative experience that can help transform business goals into measurable actions, translate objectives into initiatives, and ideas into savings, all while building teamwork and bringing out the best in people. Advanced degrees in Management, Information Security, and Project Management, and an extensive history of work related to optimization, the Internet, and complex initiatives.

#### *Areas of Expertise*

- IT Business/Strategic Planning
- Information Security
- Customer Care
- Project and Product Management
- Capital Planning/P&L Optimization
- Web/Application Development
- Hardware/Network Implementation
- Quality/Service Level Management
- ITIL Best Practices
- Data Center Operations 24/7
- Governance, Risk, Compliance
- Managed Services Delivery
- Disaster/Business Continuity Planning
- Staff Development/Mentoring
- Sales Engineering and Support
- Relationships, Innovation, Results

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### PROFESSIONAL EXPERIENCE

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#### **CDW - Madison, WI 1999 – Present**

##### *Manager IT Governance and Information Security*

Responsible for security and governance for over 1,000 engineers, thousands of organizations, tens of thousands of privileged systems, and hundreds of millions in related annual revenues. Stewardship of overall Information Security, compliance, and security management practices of tools, process and staff.

#### **Financial Achievement Highlights**

- Identifying ten-fold decrease in deployment time for managed services implementations.
- Reducing managed services implementation costs by 400%.
- Facilitating 75% reduction in Incident handling costs through remediation/optimization.
- Realizing 60% reduction in Service Level Management efforts through component implementation.
- Negotiating cost savings on licensing arrangements and partnerships.

#### **Operational Achievement Highlights**

- Ongoing successful PCI, SAS70, HIPAA, and NIST compliance and audits.
- Elevating security best-practices within the context of business objectives.
- Leading Management effort to develop business measurements, performance metrics, and effective visual layouts and presentations to Executives and Senior Management.
- Sponsoring division-wide Continuous Quality Improvement (CQI) Program.
- Conceiving and leading executive-sponsored improvement team to optimize business, find KPIs, and re-architect the business unit's operations.
- Systematized process and tools for Project Management and Customer care methodology.

## **Technology Achievement Highlights**

- Solving needs for secure, simple tools with strong multifactor authentication to customers, coworkers, and auditors to enable business.
- Automating management of critical password accounts and privileged systems.
- Implementing and managing multiple tools to protect and enable the business including multi-factor authentication, privileged identity management, SIEM, IDS, HIDS, scanning, and remote access.
- Developing a role-based access control (RBAC) process and toolset that addresses specific compliance needs as well as improving quality and speed to provision/decommission permissions.
- Spearheading new Customer Relationship Management (CRM) solution.
- Executing successful implementation of Sales Force Automation (SFA) tool.

## **ARTVILLE LLC /GETTY IMAGES - Madison, WI**

*IT Manager, 1998 - 1999*

### **Highlights**

- Responsible for management of core revenue-generating service and systems. Managed majority of capital budget and capital expenditures while working in conjunction with internal departments, outside design firms, vendors, and technical solutions partners.
- Designed and implemented a database-driven workflow system used to improve corporate communication and business process optimization.
- Helped design, integrate, and maintain a system for tracking royalty contracts and payments for Artville artists and product sales.

## **VERTICOM TECHNOLOGIES INC - Madison, WI**

*Director Online Services, 1996 - 1998*

### **Highlights**

- Cutting-edge product development and photographic lab workflow solutions with Kodak, Fuji, and independent labs for commercial photographers.
- Responsible for the development and maintenance of corporate, partner, and product websites, presentation materials, and marketing collateral.

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## **EDUCATION**

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- Masters of Science in Business, George Washington University - Washington, D.C.
- Bachelor of Science in Art, University Wisconsin-Madison, Madison, WI.

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## **ACCREDITATIONS, PUBLICATIONS, & TRAINING**

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- CISSP training, Logical Security
- Certified Information Security Manager (CISM).
- GIAC Certified Incident Handler (GCIH).
- Masters of Science in Project Management (MSPM).
- Project Management Professional (PMP).
- Foundation Certification in IT Service Management (ITIL ITSM).
- Masters Certificate, Project Management, University Wisconsin-Madison.
- Fishel, C. (2000). Redesigning Identity. Planet Design for Artville (pp. 86-93). Gloucester: Rockport.
- Requirements Analysis and Production, Requirements Quest.
- Various Microsoft, IBM, and other Enterprise-level certification, training, and administrator experience.