

# Max Campbell

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## Summary

**Cybersecurity and Technology Professional** continually striving to produce the greatest outcomes possible by engaging business stakeholders and orchestrating teams to deliver results. Seeking to bring extensive experience, education, and business acumen to develop and assure an exceptional information security and technology program.

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## Professional Experience

### IT Security Manager

WebstaurantStore, Inc.

1/2019 – Present

- Coach, mentor and develop staff, including overseeing new employee onboarding and provide career development planning and opportunities for the IT Security team.
- Lead and perform system and network analysis of security events, including applications, operating systems, firewalls, and malware detection.
- Gather and organize technical security and risk management information in alignment to the organizational goals and objectives, including existing security products, and efforts to bolster ongoing programs.
- Perform risk analysis and assessment; and, vulnerability assessment and mitigation.
- Provide support to plan, coordinate, and implement the organizational information security program.
- Evaluate current security infrastructure and define future programs, design and implementation of security related to IT systems.
- Provide an interface to the systems administrator team for the creation and resolution of security-related plans of action, with coordination of actionable milestones.
- Provide highly technical and specialized guidance and solutions to complex security problems.
- Prepare reports and give presentations to upper management relative to the overall security program.
- Interface with internal customers to lower risk by managing vulnerability scans and remediation efforts.
- Maintain organizational PCI compliance across eCommerce and brick-and-mortar service lines.

### Manager, Information Assurance

3/2017 – 1/2019

Penn Medicine Lancaster General Health

- Managed the information assurance program including new and existing assurance activities and organizational risk register; and, managed the team of staff associated with these activities, including employee engagement, performance management, timekeeping, payroll, and budget planning and analysis.
- Conducted key information security risk management activities, such as risk assessments and analysis, and business impact analysis to help the organization identify, document, and respond to risk.
- Oversaw the security risk remediation plan implementation and coordinate follow-up.
- Lead and contributed to information security-related governance committees.
- Developed and implemented organizational and departmental policies, procedures, standards and guidelines related to information security governance, risk, and compliance.
- Delivered training programs for system administrators and other key stakeholders in order to comply with information security-related policies, procedures, and standards.
- Communicated activities to foster information security awareness throughout the organization through various communication methods including in-person training, newsletters, electronic media, etc.
- Monitored the information security regulatory, accrediting, and best practice landscape; and, communicated relevant changes in order to develop action plans to assure organizational compliance and risk management in alignment to both HIPAA and PCI requirements.

### Senior Information Assurance Analyst

10/2015 – 3/2017

Penn Medicine Lancaster General Health

- Lead the development, maintenance, and support of information security assurance activities to facilitate the confidentiality, integrity, and availability of organizational information systems.
- Implemented requirements of and monitors for compliance with HIPAA, HITECH, PCI-DSS, and other regulatory requirements.
- Developed information security related policies, procedures, standards, and guidelines.
- Aided IT Operational Security in incident response, including tracking and documentation for remediation.

**Information Protection Analyst**

6/2013 – 10/2015

Lancaster General Health

- Maintained and supported information security policies, procedures, standards, and guidelines.
- Evaluated and provided assurance of security best practices for the intake of new technology.

**Report Developer / Analyst**

11/2011 – 6/2013

Lancaster General Health

- Developed hundreds of advanced analytical Epic Clarity reports using Crystal Reports and SQL queries, and dozens of operational reports using Epic Reporting Workbench in support of clinical and business staff using the Epic electronic health record system.
- Created Epic Radar dashboards to summarize Business Intelligence (BI) analytics.
- Produced procedures for use by the Report Development staff based on Epic best practices.

**System Administrator III**

3/2007 – 11/2011

Lancaster General Health

- System Administrator of Microsoft System Center Configuration Manager (SCCM), including management of entire SCCM infrastructure, custom collection and package creation and deployment, patch management, auditing and monitoring, and custom-built methods of maintaining endpoints and servers.
- System Administrator of Guardian Edge Encryption Anywhere, used for full disk encryption.

**Senior PC Technician**

7/2006 – 3/2007

Lancaster General Health

- Provided senior level support for desktop hardware and software, documented repeatable procedures for PC Technicians, and implemented and maintained the SharePoint team site.

**PC Technician**

3/2004 – 7/2006

Lancaster General Health

- Provided customer support and assistance for workstation software and hardware.

**District Technology Specialist**

11/2001 – 3/2004

Solanco School District

- Administrated local area network for entire school district across 7 physical locations, including support for over 1600 Windows and Mac workstations and 12 Windows servers, catering to over 2500 users.

**Manager, Operations & Technology**

10/1998 – 6/2001

APBA International

- Managed customer service, technical support, and operations at order-fulfillment center.
- Administered and maintained local area network at two corporate locations.

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**Education**

- B.S., Business Administration, May 2018  
Elizabethtown College, Elizabethtown, Pennsylvania  
Honors: *Summa Cum Laude* (GPA: 3.98/4.00); 2017-2018 Dean's List  
Member, Alpha Sigma Lambda Honor Society
- A.S., Information Systems, May 2014  
Elizabethtown College, Elizabethtown, Pennsylvania

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**Certifications, Training, Affiliations, and Experience**

- ISC<sup>2</sup> Certified Information Systems Security Professional (CISSP), Certification #496950.
- Member: InfraGard, ISC<sup>2</sup> Central Pennsylvania Chapter, and CISO Executive Network.
- Epic 2017 CEE certified in: Clarity Data Model - EpicCare Inpatient, Clarity Data Model - Resolute Professional Billing/PB, Reporting Workbench, and Radar Dashboard Administration.
- Professional training in: Network Penetration Testing, Project Management Foundations, MS Windows Server 2008 Active Directory Domain Services, MS Visual Basic Scripting, Scripting Using WMI, SharePoint 2007 for Site Managers, Windows PowerShell, Windows 7 Deployment, Wise Package Studio, MS SCCM 2007, SAP Business Objects Web Intelligence, and Crystal Reports 2008.
- Over 20 years of diverse computer experience, including fluent knowledge of all Microsoft Workstation and Server operating systems. Familiar with Linux, Mac OS, iOS, Android, VMware, SIEM, DLP, and Firewall systems.
- Freelance consulting and awareness training experience in a variety of business environments.
- Volunteer technology consultant for Blossom Hill Mennonite Church.