Jim Guckin

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Director of Cybersecurity

Meticulous and highly accomplished tech-savvy leader with 18 years of experience in information technology, while directing cybersecurity operations, along with optimizing overall systems and operations through effective planning and implementation. Recognized for strategic thinking and problem solving to resolve conflicts and critical vulnerabilities. Stellar record of addressing technical issues through diligent analysis and troubleshooting, while ensuring network infrastructure security and readiness. Instrumental in coordinating with cross-functional teams to ensure adherence to security best practices and policies. Articulate communicator with abilities to conduct advanced training for employees to boost knowledge and expertise and achieve efficiency in operations and increase revenue streams. Pragmatic problem solver with skills to build and foster strong relationships with internal/external stakeholders and encourage healthy working environments by managing cross-functional teams.

Areas of Expertise

- Incident Response
- Cyber Security Operations
- Vulnerability Management
- Risk Management
- Penetration Testing
- Change Management
- Networks Defense & Security
- Partnership & Alliance Building
- Cyber Forensics
- Regulatory Compliance
- Training & Development
- Technical Solution Delivery

Career Experience

Vision Solar, Blackwood, NJ — 2021 – 2022
Director IT Security

Utilize technical, business, and leadership skills to evangelize security to corporate level, individual contributors, and customers. Supervise third-party technical audits, such as SOC 2 Type2, ISO 27001, penetration, and vulnerability testing to achieve desired objectives. Support and facilitate vulnerability management program, while performing proactively with a product and technical leaders to prioritize and address identified issues and concerns. Review contracts and proposals for security, privacy, and technical requirements by partnering with legal teams.

- Developed, implemented, and maintained information security program, strategy, and vision to ensure enhanced organizational security and growth.

- Consulted with leadership and executives on the planning, design, and development of security controls incorporating current business flows and processes, data processing and available information technology systems.

- Facilitated organizational security and privacy through broad understanding and implementation of regulatory compliance practices.

- Spearheaded development, implementation, application, and maintenance of IT policies and procedures to ensure smooth system operations.

- Implemented security strategies while responding to more than 100 incidents per month and developing solutions or process changes.

City of Philadelphia, Philadelphia, PA — 2021 – 2021
Director, Cyber Security Operations (Delaware Valley Intelligence)

Disseminated critical information for gathering intelligence while serving as focal point and liaison between local and federal government, as well as private sectors. Oversaw large-scale program management, including designing and facilitating training classes for partners, educating law enforcement and private partners on cybersecurity issues, and delivering actionable insights relevant to cyber risk measures. Established customized training courses on specialized topics for law enforcement to provide exceptional knowledge.

- Liaised and collaborated with partners within 12 countries for programs, including Law Enforcement, Private Entities, and Local and Federal Government by supervising design and implementation of detailed cybersecurity initiatives.
- Assured police intelligence units to operate securely and reduced cyber-attacks by standardizing knowledge, skills, and abilities.
- Reviewed hundreds of prices of cyber intelligence and distributed to federal, regional, and local partners to achieve desired objectives.

City of Philadelphia, Philadelphia, PA   2019 – 2021
Cybersecurity Manager (Office of Innovation and Technology

Backed and directed conversations with information security members on system vulnerabilities and disseminated alerts relevant to systems requiring patching to protect against potential attacks. Backed and facilitated city employees and leadership by proactively engaging within creating and configuration of online cybersecurity training videos.

- Achieved recognition for developing alerting program to notify department leaders, staff, and IT personnel by utilizing one-page brief outlining potential threats and recommending actions for defense against cyber-attacks.
- Supported federal, state, and regional partners by regularly developing consensus around priority of optimizing intelligence.
- Assessed IT security policies, procedures and controls of on-premises and cloud-based systems and communicating recommendations to stakeholders.
- Championed the creation of written documentation for enterprise information systems and data flows while consulting with various departmental and external stakeholders.

City of Philadelphia, Philadelphia, PA   2014 – 2019
Support Center Manager (Office of Innovation and Technology)

Enhanced overall customer experience while designing a training program for service center staff focused on customer service by utilizing strategy, capability, and resources. Established and implemented various policies and procedures to standardize operations of service center and achieve optimum results.

- Managed a large team, while mentoring team members, providing performance feedback, and monitoring workloads of the team while exceeding expectations and helping team members achieve career goals.
- Amplified fast-paced support center from 5 to 40 members with ~6,000 calls every 2 weeks.
- Accomplished flawless integration of ITIL into process and decreased responses by productively implementing a ticket management system.

City of Philadelphia, Philadelphia, PA   2010 – 2014
IT Program Manager (Office of Emergency Management)

Served as technical project manager and partnered with local, state, and federal partners to surpass technology needs for Joint Operations Center. Implemented exceptional strategies to attain cost savings by consolidating servers through virtualization. Developed and updated IT User Guide and IT Administrator Guide to address commonly asked questions and explain IT setup and systems design respectively.

- Optimized technological activities of Emergency Operations Center to streamline process of activations in emergencies.
- Anticipated and responded to operational issues within the system by efficiently collaborating with central IT group to ensure timely investigation and resolution of problems and outages.

Education & Credentials

Associates in Network Engineering Technology
CHI Institute, Philadelphia, PA

ITIL Foundation
Acquiros Inc.

Cybersecurity: Managing Risk in the Information Age
Harvard: Office of the Provost

Leading IT Projects with Change Management
Harrisburg University of Science and Technology