

Elliott L. Franklin

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TECHNOLOGY EXPERIENCE

"Elliott has expanded and enhanced communications of critical security issues, advanced security policy development, improved collaboration with technical staff, both inside and outside the IT Division, and completed rapid and thorough incident management, response and reporting."

-- C. Van Wyatt,
Vice President for IT/CIO
Texas State University

"Elliott is a great self-starter and is always looking for ways to improve upon his responsibilities and maximize his productivity. The quality of work that Elliott produces is outstanding and is always done in a solid manner."

-- Fred Zapata,
Chief Information
Technology
Officer, Trinity
University

INNOVATIVE INFORMATION TECHNOLOGY LEADER

IT professional with over ten years success implementing solutions to promote smoother, smarter and secure operations in support of business objectives and regulations. Proven strength in matrixed teams, vendor relations, and budgeting in environments with up to 30,000 end users. Repeatedly praised for outstanding performance that exceeds employer expectations and a demonstrated capacity to effectively manage multiple and concurrent projects.

Technical Skills:

- ◇ Project Management
- ◇ Enterprise Sys Security (CISSP)
- ◇ Systems Administration (MCSA)
- ◇ Systems Design
- ◇ Help Desk Operations

Core Competencies:

- ◇ Driven and Committed
- ◇ Leader and Influencer
- ◇ Confident and Conscientious
- ◇ Adaptable and a Champion of Change
- ◇ Energetic and Innovative

Hospital Corporation of America (HCA) – San Antonio, TX
Director of Information Security Operations – 2006 to present

Serve as the bridge between the corporate, division, and facility levels for the implementation of Information Security at the Methodist Healthcare System.

Key Contributions:

Develop and present information security awareness sessions and podcasts to all levels of workforce members on an ongoing basis.

Integrated information security requirements into Request for Proposal (RFP), purchasing and implementation processes.

Implemented automated, roles based account provisioning system increasing employee productivity, improving compliance and reducing overhead.

Automated policy compliance utilizing group policies and scripting tools.

Perform ongoing risk assessments and coordinate remediation efforts including the creation of new policy and procedure documents as well as the evaluation of new technical controls.

Automated the appropriate access audit process thus decreasing overhead while increasing the accuracy of results.

Project manager for single sign-on and smart card authentication initiatives to enable rapid and secure authentication while increasing workforce satisfaction and productivity.

Successfully manage multiple and concurrent regulatory and legal audits.

Texas State University – San Marcos, TX
Information Security Officer – 2004 to 2006

Design and maintain the Information Security function, including risk analysis, contingency planning, system security, data security, access control and incident management services.

Key Contributions:

Garnered trust and respect across departmental boundaries resulting in increased communication and collaboration of security efforts and a nomination for the 2005 Excellence in IT Leadership award as well as recipient of the 2006 IT Performance Award.

Developed a campus Information Security Awareness program, including customized presentations and podcasts to train new employees at all levels.

Project manager for Network Access Control and Intrusion Prevention implementation.

Assisted University Clinic with HIPAA certification including creation and review of policies and procedures, as well as application, server and workstation penetration testing.

Designed mobile messaging pilot including security requirements and test cases.

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Page Two

TECHNOLOGY EXPERIENCE

"Elliott's strength is knowledge of his job and willingness to go the extra mile to get the job done well."

-- Lois Graff, Dean of OLLU School of Business

"Elliott demonstrates a definite customer service orientation. He enjoys helping others, as evidenced by his volunteering to take over Level 3 Help Desk support for 1000 Lotus Notes/Domino users throughout USAA when two contractors were terminated."

-- Harry Haltman, Manager of USAA Technical Services

EDUCATION & CERTIFICATIONS

COMMUNITY INVOLVEMENT

Independent Contractor – San Antonio, TX
Project Manager/IT Auditor – 2003 to 2004

Recruited to support and manage software enhancement projects to increase profitability and productivity of billing and collections division. Audited and created documentation for entire IT infrastructure with recommendations for enhanced productivity and security.

Trinity University – San Antonio, TX
Systems Administrator – 2002 to 2003

Provided project management, support and training for Microsoft Exchange 2000, SQL 2000, IIS, DNS, DHCP, Active Directory, Apache, Tomcat and Solaris 9 servers (75 total servers).

Key Contributions:

Fostered relationships with departments across campus to improve data center security.

Instrumental in developing and implementing Java based single sign-on portal (uPortal) integrated with Active Directory (LDAP). This portal provides secure central access to enterprise wide applications (Email, Student Information System, Course Management)

Technical project leader for implementation of Track-IT! Enterprise Helpdesk system (Windows 2000)

Provided Cisco VPN, VLAN and wireless network (LEAP) support and documentation.

Our Lady of the Lake University – San Antonio, TX
Information Technology Manager – 2001 to 2002

Supervised staff responsible for lab maintenance and support. Established and maintained strategic plans for the implementation of new technology. Prepared annual budget and presented training to faculty and staff on innovative uses of academic technology.

United Services Automobile Association (USAA) – San Antonio, TX
Systems Analyst – 1998 to 2001

Recruited as technical lead to manage existing Lotus Notes development and production servers and eventually migrate users and applications to Microsoft Exchange and IIS.

Served as team chairperson for PRIDE (Professionalism Resulting in Dedication to Excellence), Christmas Cheer and United Way activities.

Angelo State University – San Angelo, TX
Bachelor of Business Administration in Management

Certified Information Systems Security Professional (CISSP)
Microsoft Certified Systems Administrator (MCSA)
Microsoft Certified Professional (MCP)

Member, South Texas Information Security Leadership Council
2009 to Present

Board Member, Willow Pointe Homeowners Association
2005 to Present

Member, Information Systems Security Association (ISSA)
2004 to Present

Chairman, Planning & Zoning Commission, Cibolo, TX
2005 to 2010

City Council Member – Bulverde, TX
2003 – 2004