

Elliott L. Franklin, CISSP, CISM, PCIP

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Information Security Executive

STRATEGIC PLANNING | RISK MANAGEMENT | ENTERPRISE COMMUNICATIONS

PROFESSIONAL PROFILE

Information Technology and Security Executive with notable success directing a broad range of innovative initiatives in direct support of business objectives. Selected teams and built strategies for Digital Transformation, Risk Management, Security and Compliance and IT Operations. Background encompasses development and presentation of metrics and strategic roadmaps to technical and non-technical audiences. Skills also include situational leadership for employee coaching and development.

TECHNOLOGY LEADERSHIP

CKE RESTAURANTS HOLDINGS, Franklin, TN

2018 to Present

CKE owns, operates and franchises some of the most popular brands in the quick-service restaurant industry, including Carl's Jr. and Hardee's. The CKE system includes more than 3,300 restaurant locations in 42 states and 28 countries.

Vice President, Infrastructure

Recruited to build the team and strategy that will transform a 76-year-old restaurant company to an agile, future-ready infrastructure.

- Perform As Is review in order to fully understand business processes and generate To Be future state technology roadmap.
- Quickly assess talent and draft design documents for all enterprise applications, systems and network devices in preparation for migration to a complete cloud data center.
- Maximize end user productivity by launching self-service technical support center to include password reset, chat agents and mobile device application.
- Deploy next generation connectivity to restaurants resulting in improved security, reduced downtime, increased bandwidth and enable wireless access for digital transformation as well as increasing guest engagement.
- Present educational sessions on collaboration tools included with Office 365 to improve security and communication, enhance innovation and reduce costs from third party tools.

OMNI HOTELS & RESORTS, Dallas, TX

2016 to 2018

Omni is a privately held, international luxury hotel company with 18,000 associates and 21,000 rooms.

Vice President, Infrastructure and Security

Chosen to build and deploy a secure and resilient infrastructure based on proven frameworks in order to reduce existing complexities and enable digital transformation.

- Performed full risk assessment to determine software license compliance, vulnerability management, security operations effectiveness and disaster recovery readiness.
- Deployed real-time endpoint detection and response capability with outsourced managed security service provider for 24x7 monitoring.

Elliott L. Franklin – Information Security Executive

elliott@elliottfranklin.com | p. 2 of 4

- Built roadmap for replacing aging hardware with hyper-converged infrastructure solutions to reduce cost and increase capacity and redundancy.
- Championed project to segment network access thus reducing regulatory footprint while also increasing security of customer data.

ESSILOR OF AMERICA, Dallas, TX

2015 to 2016

Paris based global company, the world's largest manufacturer of ophthalmic lenses.

Director, Risk and Security; Information Security Officer – North America

Hired to develop the strategy and execution for providing the secure use of information by protecting its confidentiality, integrity and availability while effectively managing the associated risks.

- Selected and managed multiple service providers to provide 24x7 security event and user behavior monitoring as well as vulnerability management.
- Created a comprehensive asset management program that helped identify duplicate and inactive servers resulting in significant reduction in annual licensing and data center costs.
- Championed a complete Infrastructure assessment to improve system performance and uptime by implementing industry best practices while providing essential monitoring and security.
- Deployed an information security service catalog and ISO 27001 framework to reduce the amount of resources required for external audits and align capabilities to business goals.
- Implemented cloud based Governance, Risk and Compliance platform to centralize enterprise risks and automate required reviews increasing accountability and reducing risk threshold index.
- Reduced enterprise risk threshold through deployment of an enterprise password vault to identify, change and verify hardcoded, system and shared passwords and allow administrators to directly connect to target systems including Windows, Linux and AS400 without local passwords.

WHATABURGER RESTAURANTS, San Antonio, TX

2011 to 2015

Privately held, regional fast casual restaurant chain with over 800 locations across 10 states.

Director, IT Security – 2014 to 2015

Manager, IT Security – 2011 to 2014

Selected to lead the team responsible for Information Security activities across all corporate owned Whataburger Restaurants, division and field locations as well as the corporate office.

- Active member and participant in the Retail Cyber Intelligence Sharing Center (R-CISC) to support the effort of proactive threat intelligence between major retailers such as Target, Nike, Lowes, Safeway and Walgreen's.
- Designed and deployed open source Phishing software to provide security awareness training, resulting in a decrease of 16% in security incidents.
- Implemented open source Governance, Risk and Compliance software that reduced annual cyber insurance premiums by 17%.

Elliott L. Franklin – Information Security Executive

elliott@elliottfranklin.com | p. 3 of 4

- Served as an expert advisor to executive leadership and business units to consult on key strategic initiatives and add new capabilities such as Bring Your Own Device, Email and Mobile Device Encryption, Mobile Device Forensics, Security Information and Event Management and Cloud Security Assessments.
- Championed the annual Payment Card Industry Data Security Standards (PCI DSS) audit. Over 6 million credit card transactions and revenue over \$1 billion annually.

HOSPITAL CORPORATION OF AMERICA (HCA), San Antonio, TX

2006 to 2011

Publicly traded operator of health care facilities based in Nashville, TN with over 167 hospitals and 113 freestanding surgery centers.

Director of Information Security Operations

Successfully built and implemented a HIPAA compliant security program for the Methodist Healthcare System consisting of 26 facilities and 8,000 employees.

- Created the Information Security Governance committee to gain feedback and approval from key stakeholders thus increasing user acceptance.
- Served as a member of the Board of Governors Ethics and Compliance committee to promote consistent communication of IT projects and alignment with core business mission.
- Implemented automated, roles based account provisioning system increasing employee productivity, improving compliance and reducing overhead.
- Performed HIPAA, SOX and PCI risk assessments and coordinated remediation efforts including the creation of new policy and procedure documents as well as the evaluation of new technical controls.
- Project manager for single sign-on and smart card authentication initiatives to enable rapid and secure authentication while increasing workforce satisfaction and productivity.

Elliott L. Franklin – Information Security Executive

elliott@elliottfranklin.com | p. 4 of 4

EARLY CAREER

Texas State University, San Marcos, TX	Information Security Analyst	2004 to 2006
Contractor, San Antonio, TX	IT Project Manager	2003 to 2004
Trinity University, San Antonio, TX	Systems Administrator	2002 to 2003
Our Lady of the Lake University, San Antonio, TX	IT Manager	2001 to 2002
United Services Automobile Assoc., San Antonio, TX	Systems Analyst	1998 to 2001

EDUCATION

B.B.A., Management, Angelo State University

CERTIFICATIONS

- CISSP (Certified Information Systems Security Professional)
- CISM (Certified Information Security Manager)
- PCIP (Payment Card Industry Professional)
- ITIL (IT Infrastructure Library)

COMMUNITY

Board Member, North Texas Information Systems Security Association, 2016 - 2017

Advisory Board, Dallas InnoTech Conference, 2015 - 2017

Board Member, Alamo Information Systems Security Association, 2011 to 2015

Member, Texas CISO Council, 2012 - 2017

Member, InfraGard, 2010 – present

Member, Information Systems Security Association (ISSA), 2004 - present

Speaker, Enterprise Risk and Security Management, CAMPIT Conference, 2016, 2017

Speaker, Core Components of an InfoSec Program, 2014 ISSA Web Conference

Speaker, InnoTech Cyber Security Symposium, 2012, 2013, 2016, 2017

Panelist, SINC Central IT Leaders Forum, Holistic Preparation for Cyber Security in Business, 2017

Panelist, Argyle CISO Leadership Forum, Security as a Business Enabler, 2017

Technology Ball Executive Host, 2017 - Proceeds support initiatives to create future technology leaders through STEM partnerships.