

# ELLIOTT FRANKLIN

Franklin, TN 37067 • (615) 807-0431 • [elliott@elliottfranklin.com](mailto:elliott@elliottfranklin.com) • [www.linkedin.com/in/elliottfranklin/](http://www.linkedin.com/in/elliottfranklin/)

## VICE PRESIDENT OF INFORMATION TECHNOLOGY | CYBER SECURITY

**Proven track record of success in optimizing organizational capability and performance through developing and implementing forward-looking IT infrastructure, security, and operational strategies.**

### Prior Feedback

*"With Elliott's leadership over the past 2 years, we have built a talented security and governance team and laid out a very compelling security program. We have created a detailed 3-year roadmap and executed on multiple critical initiatives to secure our company, our data and our assets."*

*"You have been a great asset, a great partner, a great leader. I am glad you are sitting at the Director's table. We appreciate you!"*

**Highly accomplished and solutions-oriented IT and cybersecurity leader** with 15+ years of experience and demonstrated success in orchestrating and implementing robust information security programs to proactively ensure the confidentiality, integrity, and safety of organization's intellectual property and information technology assets. Possess specialized expertise in managing a broad range of information security and risk oversight activities, including risk identification, control design and evaluation, and completion of risk and control self-assessments.

**A transformational and engaging strategist** with proven capabilities in leading a broad range of IT operations encompassing project and program management, service delivery operations, infrastructure development, technology updates, process improvement initiatives, and applications and systems deployment.

- Extensive experience in creating and managing information security and risk management awareness training programs for all employees, contractors and approved system users.
- Possess excellent communication, presentation, problem-solving, and crisis management skills; able to work with business stakeholders and partners to understand the need, define features, and prioritize and manage scope.
- Possess strong proficiencies in developing, maintaining, and publishing up-to-date information security policies, standards, and guidelines.
- Capable of leveraging concepts, such as automation, infrastructure as a code, multiple inheritance, error-handling, and code reuse to ensure efficient and simple operation.

## Professional Experience

2021 – Present • **SERVICEMASTER BRANDS, SERVICEMASTER HOLDINGS** • Atlanta, GA

### **DIRECTOR OF IT SECURITY AND INFRASTRUCTURE (CISO)**

Lead cloud and SaaS application management, Office 365 infrastructure, AWS infrastructure, and security operation centers. Oversee corporate service desk, cloud and SaaS management, IT architecture, network management, identity and access management, and information security, privacy, and compliance teams. Ensure 24x7 security monitoring for the IT infrastructure by detecting suspicious behavior, unauthorized system changes, and phishing alerts. Provide hands-on support in performing system standardization across seven brands for core systems, such as CRM, website leads, call center, and HRIS. Supervise seven direct reports, assess performance, evaluate training needs, and conduct training sessions to improve productivity and efficiency. Formulate and manage a budget of \$5+ million to support smooth workflow of IT security and infrastructure activities.

- Hand-picked by management to help the company throughout merger and acquisition process.
- Established the entire cloud infrastructure, IT systems and telephony from scratch to develop a standalone company.
- Reduced the frequency of security incidents to zero as well as eliminated all malware by implementing zero trust access management system.
- Led the implementation of new phishing training for all team members for improving employees' capability to respond to phishing attacks.
- Defined and developed cutting-edge roadmap for cybersecurity, which saved significant money for the company on insurance premiums and renewals.
- Spearheaded the management and successful execution of full data center migration from on-premise to AWS.
- Designed and developed a robotic process on information, allowing the users to make automated claims during hurricane seasons, which resulted in minimizing inefficiencies and reducing loss of claims.
- Directed Office 365 migration, including SharePoint and Teams.
- Saved \$1-2k per month out of a \$20k cloud bill by managing pre-buying situations of an automated cloud workload management system and reconfiguring their usage.

2020 – 2021 • **OMNICOMMANDER** • Nashville, TN

### **CHIEF INFORMATION SECURITY OFFICER**

Chosen by management team to lead the digital technology function, conceptualize cybersecurity program, and provide managed services to clients. Conducted and executed NIST CSF risk assessment to track key areas, develop new processes, and create standardized procedures with increased automation. Played an integral role in deploying, securing, and managing Amazon AWS EC2, S3, and Lightsail virtual private servers. Grew talent pipeline by developing and executing a staffing and internship program.

- Contributed efforts towards building a business to sell and promote security services to the customers.
  - Designed service offerings, set pricing structures, prepared proof of concepts, delivered pilot projects, and successfully acquired new customers.
  - On track to generate \$3 million in additional revenue for the company.
- Ensured the seamless integration of DevOps and vulnerability code scanning into project management pipeline, safeguarding each key stage of project planning.
- Instrumental in ensuring and augmenting business continuity, security, and privacy controls prior to contract negotiations by designing and developing third-party vendor management review process.

2018 – 2020 • **LOEWS HOTELS BUSINESS SERVICES CENTER** • Nashville, TN

### **VICE PRESIDENT OF IT GOVERNANCE & SECURITY**

Played a key role in designing and developing governance, security, and project management functions to support risk management program and provide innovative technology and security integrations. Drove digital transformation for all on-premise functions, SaaS, IaaS, and PaaS solutions by developing architecture review board and security risk planning. Designed and deployed multi-year security roadmap in accordance with NIST CSF, including identity and access management, dark web monitoring, vulnerability management, cloud security, security awareness, and web isolation.

- Redeveloped the team from scratch, restructured the entire security program, and implemented dark web monitoring.
- Planned and executed a project to implement process improvements and drive digital transformation; including the implementation of digital check which allowed easier payment.
- Saved \$1 million in costs per year by migrating all-line service to the cloud.
- Maintained low cost of cybersecurity insurance premium by improving security roadmap and working with cyber company underwriters.

2018 • **CKE RESTAURANTS** • Franklin, TN

### **VICE PRESIDENT OF IT INFRASTRUCTURE**

Led the transformation of a company into an agile, future-ready infrastructure. Fostered lucrative working relationships with all stakeholders and streamlined the development of new capabilities, such as food and labor ops platform, front and back-of-house Wi-Fi, and new point of sale system by facilitating IT Franchise Advisory Board Meetings.

- Successfully saved \$1 million in annual maintenance and licensing fees as well as improved overall resilience by migrating the data center functions to a hybrid cloud.
- Implemented a new SD WAN and Wifi solution, which resulted in minimizing business disruptions, improving credit card processing, and saving 25% over costs in existing solutions.
- Worked with IBM in analyzing existing operations, identifying and addressing problems, and implementing improvement initiatives, which resulted in saving significant money.
- Spearheaded the migration of entire data center, including a custom point-of-sale system to a private cloud partner, which resulted in improvement in stability, uptime, and redundancy, and business process outsourcing.

2016 – 2018 • **OMNI HOTELS & RESORTS** • Dallas, Texas

### **VICE PRESIDENT OF IT INFRASTRUCTURE & SECURITY**

Led day-to-day IT operations, as well as managed telecom, network security services, servers, and help desk. Single-handedly developed and deployed a secure and resilient infrastructure in accordance with proven frameworks to drive digital transformation and reduce existing complexities. Designed and built a skills assessment for staff as well as restructured teams to align their skills with business objectives.

- Replaced old hardware with innovative and robust hyper-converged equipment, which resulted in saving significant costs, increasing capacity, and improving resilience.
- Cut monthly spend for voice and data circuits, enhanced bandwidth, and removed redundancy for guest and administrative networks by working with leading telecommunications consultant.
- Executed the deployment of real-time endpoint detection and response capability with outsourced managed security service provider to ensure 24x7 monitoring.

2015 – 2016 • **ESSILOR OF AMERICA** • Dallas, Texas

**DIRECTOR OF IT RISK & SECURITY**

Gained broad exposure of risks to confidentiality, integrity, and availability by modeling business impact analysis and executing application and infrastructure security. Established and implemented a framework to support due diligence for acquisition targets and developed understanding of cyber risks profile and system and network integration. Led the deployment of information security service catalog and ISO 27001 framework to control and reduce resources required for external audits and align capabilities with business goals.

- Built a security roadmap and a change advisory board to ensure 24x7 security, which helped the organization to overcome an active breach.
- Selected by management to develop IT security framework to support the company in merger and acquisition activities.
- Received recognition and appreciation from the leadership team for demonstrating utmost dedication and continued commitment towards work excellence.
- Developed a separate infrastructure to help organization in complying with Department of Defense regulations, which helped in retaining significant federal contracts.
- Conceptualized and implemented asset management program to identify duplicate and inactive hardware and software, which resulted in decrease in annual licensing and data center costs.

2011 – 2015 • **WHATABURGER RESTAURANTS** • San Antonio, TX

**DIRECTOR OF IT SECURITY**

Hand-picked by management to develop security program from scratch, develop security policies, build awareness. Oversaw a team responsible for managing information security activities across all corporate-owned Whataburger Restaurants, division, and field locations. Provided hands-on consultancy and support to franchisees on connectivity, data security, and compliance. Acted as an Expert Advisor for executive leadership and business unit in managing key strategic initiatives.

- Cut annual insurance premiums by 17% through developing security roadmap.
- Successfully passed all PCI audits with zero findings and qualifications.
- Decreased security incidents by 16% through envisioning a phishing program and delivering security awareness training.

Additional experience as Director of Information Security Operations at Hospital Corporation of America .

**Other Involvements**

- INFORMATION SYSTEMS SECURITY ASSOCIATION DISTINGUISHED FELLOW
- BOARD MEMBER, MIDDLE TENNESSEE INFORMATION SYSTEMS SECURITY ASSOCIATION
- MEMBER, FBI INFRA GARD – MIDDLE TENNESSEE CHAPTER
- PAST MEMBER, PLANNING AND ZONING BOARD, CIBOLO AND BULVERDE, TX
- PAST ALDERMAN, CITY COUNCIL, BULVERDE, TX
- BOARD MEMBER - NORTH TEXAS INFORMATION SYSTEMS SECURITY ASSOCIATION
- PRESIDENT - ALAMO INFORMATION SYSTEMS SECURITY ASSOCIATION

**Presentations / Speaking Engagements**

- CIO APPLICATIONS – CYBER SECURITY AND THE IMPORTANCE OF THIS VITAL AND INDISPENSABLE TECHNOLOGY FOR A CXO
- RSA CONFERENCE 2020 – DIGITAL TRANSFORMATION REQUIRES CULTURE TRANSFORMATION
- RSA CONFERENCE 2021 – WHEN YOUR DASHBOARD EXPLODES, DO YOU CARE ENOUGH TO SEND THE VERY BEST?
- ITSP MAGAZINE PODCAST – ZOOMING THROUGH YOUR SECURITY CRISIS – ARE YOU RESENTFUL OR RESILIENT?
- CIO VISIONS – DON’T GET LOST WITHOUT A SECURITY ROADMAP!

**Education**

- WESTERN GOVERNORS’ UNIVERSITY**  
**MASTER OF SCIENCE, INFORMATION TECHNOLOGY MANAGEMENT**
- ANGELO STATE UNIVERSITY**  
**BACHELOR OF BUSINESS ADMINISTRATION – MANAGEMENT**

**Certifications**

- CISSP, Certified Information Systems Security Professional, #63,000
- CISM, Certified Information Security Manager, #1014815
- PCIP, Payment Card Industry Professional, #804-559
- ITIL, IT Infrastructure Library