

**Robert Baxter, CISA, ITIL**  
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**Pine, CO 80470**

#### **PROFESSIONAL SUMMARY:**

- Bachelor's degree Business Administration/Computer Science Emphasis, minor in Electronics Engineering Technology
- CISA (DoD 8570 IAT Level III) certified auditor with solid background in IT security audits across numerous teams; global IT audit experience
- ITIL Foundation certified; apply ITIL principals to deliver quality service to internal and external clients
- Lead technical infrastructure projects involving Windows, Unix/Linux, SQL databases, networking, applications
- Audit SOX and security compliance; document findings; act as Review Team Lead; lead IT Audit kickoff meetings; work with technical and management teams to gather evidentiary artifacts and
- Manage data center and help desk; lead 3 state non-profit organization to distinguished status
- Supervise staff including mentoring, goal setting, management of vacation/sick time, schedule coordination, employee performance evaluations and related manager HR functions
- Provide remote Level II application support for enterprise applications
- Develop PowerShell scripts and jobs used for monitoring, automation and information gathering
- Create, maintain, and execute system builds and installs. Provide error remediation, problem resolution, maintenance, and configuration updates for Internet Information Service (IIS) stock trading applications
- Experience in finance, media, health care, technology, government, transportation sectors

#### **SKILLS/TOOLS/TECHNOLOGIES:**

PowerShell and Python scripting \* Windows/Linux/Hyper-V/VMware/Midrange/Mainframe server administration \* Mac OSX \* SQL \* MS Office (Excel, Word, PowerPoint, Visio, Access) \* Active Directory \* IIS \* Identity and Access Management (IAM) Privileged Access Management (PAM), Change Control, Patch Management, Vulnerability Scan Management \* HIPAA \* software development \* published author \* award-winning speaker \* meeting facilitation skills

**CERTIFICATIONS:** CISA Certified Information Systems Auditor, July 2017; ITIL Foundation, December 2009

#### **PROFESSIONAL EXPERIENCE:**

##### **Short-term contracts and Continuing Education (CEU)**

**Jan 2019 - Present**

- Computer migrations; 120+ CEU Hours, build & maintain server lab (Windows, Linux, Exchange, VMware, etc.)

##### **Sr. Application Support Engineer, On-line Stock Brokerage**

**Mar 2014-Nov 2018**

- Support and troubleshoot IIS/C#/Net/SQL based applications; perform Windows systems administration functions to support deployments and resolve problems
- Respond to support requests from call center, internal users, and application developers (Highest producer on team for number of ServiceNow incident tickets resolved)
- Enter changes into ITIL change management system (ServiceNow); attend Change Advisory Board (CAB) meetings
- Provide remote Level II application support for enterprise applications
- Develop PowerShell scripts and jobs used for monitoring, automation and information gathering
- Create, maintain, and execute system builds and installs. Provide error remediation, problem resolution, maintenance, and configuration updates for Internet Information Service (IIS) stock trading applications

##### **Administrative Lead, Healthcare provider**

**Sep 2013-Feb 2014**

- Lead data center infrastructure projects; server installations, network, SAN, desktop upgrades

##### **Security Delivery Specialist, Contractor, assigned to global technology firm**

**May 2010 – Sep 2013**

- Audit the effectiveness of SOX 404 security controls through standardization and identification of key control points
- Lead IT Audit kickoff meetings and work with management and technical teams to gather evidentiary artifacts to validate compliance, document findings and remediate defects
- Review evidence to determine if processes and controls in support security requirements are implemented as agreed to and demonstrable

## **Robert Baxter, CISA, ITIL (continued)**

### **Security Delivery Specialist, Contractor, assigned to global technology firm**

- Review evidentiary artifacts, compile working-papers, present reports on audit findings to Sr. Management
- Perform Review Team Lead functions
- Verify remediation of reported findings/defects; perform International Retest Coordinator functions
- Review, and evaluate IAM controls to provide reasonable assurance that user access is restricted, and only authorized personnel are granted access to the appropriate environments
- Validate periodic employment revalidations privileged access and regular access reviews performed for all users per required schedule
- Perform peer reviews of other team members' audit working papers
- Train staff and management on audit procedures

### **Contractor, Newspaper,**

**2010**

Infrastructure Lead Consultant on an IT lead upgrade project for MS Office, and other software on remote workforce laptops, applying maintenance, general clean-up etc.

### **IT multiple roles, Newspaper**

- Lead technical infrastructure projects involving Windows, Unix/Linux, SQL databases, networking, applications, and systems support software; provision user access to same
- Systems Administration on Windows Servers, Unix/Linux, Midrange, and IBM Mainframe
- Database Administration on SQL databases (Oracle and Microsoft SQL Server)
- Change management systems management; lead change meetings
- Backup systems maintenance and management
- Manage datacenter and help desk staff including supervision, personnel scheduling, and performance reviews
- Prepare budgets, monitor adherence, sign off on purchases within defined spending limits
- Maintain and track status of hardware warranties, software licensing, maintenance contracts
- Manage vendor relationships; negotiate with vendors for procurement of software, hardware, & supplies
- Administer change control processes and lead change meetings
- Develop and maintain newspaper subscriber database applications

### **EDUCATION**

BSBA, Business Administration/Computer Science Emphasis  
University of Southern Colorado (CSU Pueblo)

### **AFFILIATIONS AND MEMBERSHIPS**

- ISACA
- Toastmasters International Successfully completed term as elected District Governor of a multistate district serving 3000+ members belonging to 166 chapters. Earned Distinguished District Award in recognition of superior achievement and dedicated leadership. Trained volunteers and volunteer leaders to ensure quality of programs and effective use of resources

### **PUBLICATIONS AND SPEAKING ENGAGEMENTS**

- VM Update
- "Encryption and Decryption for CMS Pipelines"
- "Checking the Status of I/O Assist"
- "Virtual SYSPCH/SYSIPT Files"
- Presenter at Rocky Mountain Oracle Users Group Training Days Conference
- February 2008 "Presentation Skills for the Technology Professional"
- February 2007 "Server Virtualization"
- February 2004 "Ten Ways to Improve the Security of Your Systems"
- February 2000 "Oracle on Linux"
- Toastmaster Magazine - "My Turn, "Fighting City Hall"