

Lyle Merdan

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SUMMARY

Skilled across multiple areas, I am a Security professional with a broad background in Infrastructure, from networks, storage, hardware, and applications and how they all fit together. I use insights gained from the broad picture to steer cybersecurity, system configuration and operational practices. This understanding of applications and infrastructure in use is key to leveraging frameworks to improve cybersecurity posture. Fueled by inherent curiosity, I continually follow industry news and advancements, leveraging my analytical skills to decipher technical and regulatory trends. This enables informed decision-making and proper planning for the ever-changing industry and regulatory landscapes.

EXPERIENCE

Owner @ Pleasant Health LLC

06/2021 - Present

- DESCRIPTION: I founded and manage Pleasant Health, a Managed Service Provider specializing in HIPAA compliance for small private healthcare practices' Security and Technical rules.
- Conduct risk assessments and document remediation to comply with the HIPAA security rule, significantly reducing the risk of security incidents.
- Develop and implement targeted security awareness training for high-risk personnel, further mitigating security risks.
- Utilize the Center for Internet Security controls across all customer applications and systems to bolster security and meet compliance requirements.
- Establish company size appropriate policies and procedures to ensure ongoing HIPAA compliance.
- Complete cybersecurity questionnaires for third-party vendor analysis, ensuring compliance with all relevant regulations for company cybersecurity insurance providers.
- Perform various IT-centric tasks based on business and customer needs.
- Analyze client business processes and provide strategic recommendations and implementing solutions to optimize efficiency, security, and compliance.
- Create and present STRIDE-based threat models to communicate concerns effectively.
- Develop and implement business continuity and disaster recovery plans for customers.
- Design playbooks for onboarding new M365 clients and securing their software stack.
- Manage an MSP tech stack that includes N-Able RMM, M365 with Intune, HubSpot, Sentinel-1 EDR, and SIMPLERISK Governance, Risk Management, and Compliance (GRC) solution.

Program Manager of Privacy, Security, Compliance @ Wellbeats

09/2018 – 06/2021

- DESCRIPTION: Wellbeats is a virtual fitness provider (streaming video and supporting web and mobile app) operating in the B2B market with health insurance providers and businesses as part of their corporate wellness programs.
- Developed, implemented, and maintained security controls and procedures to ensure compliance with HIPAA, GDPR, PIPEDA, CCPA, and GLBA.

- Updated corporate practices, compliance activities and policies to align with AICPA Trust Services Criteria of Security, Availability, Confidentiality, & Privacy, supporting security, development.
- Successfully managed annual SOC 2 Type II audits, consistently achieving attestations with zero findings.
- Served as backup to the Director of IT for systems administration and end-user support.
- Lead Azure architectural planning and implementation, enhancing system security and availability through networks, VPNs, firewalls, virtual machines, network security groups, front door, storage, and app services.
- Replaced Sonicwall firewall and Barracuda WAF with Sophos on-prem and in-cloud firewalls, adding a three-way VPN for improved security and remote user access.
- Implemented Synology NAS for video assets and multi-site backup, and deployed NinjaOne Remote Management and Monitoring solution for streamlined asset support and management.
- Conducted ongoing vulnerability scanning and remediation using OWASP and Greenbone vuln scanner.
- Implemented and managed Forcepoint DLP, enhancing visibility of PHI locations and reducing the risk of data disclosure and strengthening HIPAA compliance.
- Completed customer cybersecurity questionnaires for third-party compliance. Performed appropriate remediations based on business needs and coordinated with Sales team on setting expectations.
- Provided technical guidance to the Kiosk support team, extending the life of a product line.

Lead IT Enterprise Systems Administrator @ MTS Systems

10/2014 - 03/2018

- DESCRIPTION: MTS Systems manufactured small and giant test equipment from tire testers, road simulators to earthquake simulators.
- Administered Netapp SAN for AIX SAP systems, along with IBM Blade Center VMware cluster, and upgraded to a Cisco UCS blade cluster for the VMware environment.
- Assisted the primary network administrator with deployment of a Cisco Nexus 9000 Datacenter switch, leveraging experience with the Nexus platform.
- Led the implementation of a new Hitachi Vantra UCP blade cluster for VMware, along with HNAS and VSP storage, enabling synchronous replication between two datacenters.
- Deployed CommVault backup and Nimble storage at remote locations and maintained a Cisco IOS XE-based wireless platform across 10 sites for 3000 employees.
- Collaborated with the network team to enhance the reliability and performance of the corporate network, spanning 10 office and manufacturing sites and a co-located hot DR site.
- Partnered with the IT security team to significantly improve the security posture of the corporate server farm and network shares, utilizing Rapid7 Nexpose vulnerability scanner and Varonis DatAdvantage data audit and protection, with DatAlert DLP user behavior analytics software.
- Worked to continually improve operations and schedule workloads to minimize disruptions to other departments, and deployed Check_MK system monitoring throughout the corporation.

Network Systems Analyst @ MidDel Consulting

10/2012 - 10/2014

- DESCRIPTION: I was contracting at MTS Systems through MidDel
- Administered Netapp SAN with Brocade switches and 3-tier snapmirror relationships and performed planning and configuration for storage on AIX SAP systems and IBM Blade Center VMware environment.
- Collaborated with the infrastructure team for cross-training on various systems, including Netapp, Websense, MS Exchange, Active Directory, VMware, Cisco UCS, Cisco switches, and Cisco Call Manager.
- Participated in the deployment of Cisco call manager within a 1000 desk facility and led a corporate network overhaul, replacing 10+ year old switches with modern technology to increase reliability and visibility into network performance issues.
- Worked with the infrastructure team to virtualize 60+ servers, comprising 50% of rack space within the HQ datacenter.
- Served as a secondary resource for the network infrastructure team regarding the local area network, acting as a bridge between the server and network team.

- Administered the Aruba Networks wireless network within the office and manufacturing facility and coordinated critical server application maintenance and upgrades within the company, including Microsoft Team Foundation Suite and Solidworks.
- Planned and coordinated the upgrade of a dozen legacy applications over 10 years old and implemented centralized log management collectors of cloud-based service provider SumoLogic.
- Acted as a Level 2 technical resource for corporate desktop helpdesk and mentored junior systems administrators.

Senior Technical Support Engineer @ QLogic Corporation

01/2001 - 09/2012

- DESCRIPTION: QLogic was a manufacturer of high speed networking adapters, Fibre-channel storage adapters and Fibre-channel switches who OEMd products to all major computer companies.
- Served as a Technical Support Engineer within the Global Services Unit, providing third-level support for channel customers and OEM accounts including Sun/Oracle, HDS, EMC, and Cisco.
- Acted as the primary QLogic support engineer for the Southeast United States region for pre and post sales, supporting FC, FCoE, iSCSI, and network adapter and switch products from system/software design through end of life.
- Designed and scripted acceptance tests for conformance to customer plans and specifications, and developed tools to streamline the support experience.
- Mentored level 1 and 2 technical support engineers and served as an Elite Services Engineer for eBay/PayPal, providing dedicated expertise for the Fibre-Channel driver stack within the customer's environments.
- Designed and implemented a test environment for screening defective host bus adapters at OEM depot locations, reducing the number of NTF [no trouble found] returns.
- Worked directly with software and hardware developers to support and enhance products, and was recognized as a leader in support, participating in University of New Hampshire hosted FCIA multi-vendor plugfests for FC and FCoE.
- Provided technical assistance and sales support to the OEM and Channel sales teams, and performed on-site support for customers as needed, including capturing, and analyzing storage traffic using Finisar protocol analyzers.
- Delivered advanced on-site training for Fibre-Channel products at various high-profile companies, and performed initial triage for developers, including log analysis and system core/kernel crash dump analysis on various platforms.

System Administrator @ USWest

09/1997 - 01/2001

- DESCRIPTION: Regional (14 state) Telephone company. This was at one of the Service Assurance Centers for monitoring the phone network.
 - Member of a team of 4 who managed the installation and maintenance of 600 local and 2300 remote Solaris workstations across 14 states and 120 locations.
 - Performed daily break/fix activities and mentored contracted associate system administrators.
 - Performed tasks/technical research as assigned by the technical lead to streamline workflow and reduce ticket count.
 - Administered NIS, DNS, NFS, NTP, SSH, Jumpstart, and server application monitoring, and prepared servers and workstations for deployment at local and remote sites.
 - Participated in capacity planning to ensure quality of service for workstation and server applications and maintained compliance with the change control process to minimize downtime.
 - Coordinated troubleshooting efforts with the network team when connectivity issues arose, and developed monitoring tools to automatically diagnose and repair a variety of application and user failures, reducing new support tickets.
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EDUCATION

Undergraduate coursework in Computer Science
St. John's University, Collegeville, MN
August 1992 – May 1994

High School Diploma
St. John's Preparatory School, Collegeville, MN
September 1988 – May 1992

SKILLS

Windows, Linux, MacOS – Expert
Networking Datacenter, LAN, Wireless – Advanced
Security – Advanced
Problem-solving and Troubleshooting – Expert
Mentoring and Teaching – Intermediate
Analytical Thinking – Expert
Customer Service – Expert
Project Management – Intermediate
GRC – Intermediate
Microsoft Azure VMs and Networking – Intermediate
Virtualization - Advanced

LANGUAGES

English – Native

REFERENCES

Josh Mau – coworker at MTS Systems
<https://www.linkedin.com/in/joshmau/>
Manager, Sales Engineering at Nymi
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Chris Anderson – coworker at QLogic and MTS Systems
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Greg Tupper – manager at MTS Systems and Wellbeats
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Daniel Slattery – longtime friend
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