

# MARK D. GONZALES

518 Harrison Street Pueblo, CO 81004

C: 719.924.0462

[mark.gonzales.co@gmail.com](mailto:mark.gonzales.co@gmail.com)

[www.linkedin.com/in/markdgonzales](http://www.linkedin.com/in/markdgonzales)

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## Summary

I am currently an Information Security Manager with over 20 years of experience as an IT Manager. I've earned my **Master of Science Degree in Information System Security** with an emphasis in Project Management, and a **Bachelor of Science in Computer Information Systems** with a **minor in Business Management**. I am also currently an **instructor at the university level** in Computer Information Systems and Management Information Systems.

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## Professional Experience Overview

### Information Security Manager

Colorado State University Pueblo

Present

Pueblo, CO

- **Lead in the analysis, development, and implementation of network, system, and cybersecurity safeguards**, which includes raising awareness, monitoring/response services, and developing policies for the campus. Develop security strategy, systems processes, guidelines, rules and standards that are mission critical and directly impact department operations.
- Secure System Design – **Coordinate with IT staff** to review and **ensure the secure design and configuration of campus IT systems and applications** including firewalls, authentication servers, load-balancers, network infrastructure, secure remote access and all other data-handling infrastructure. Work with campus IT administrators to conduct IT security risk assessments, to include network security scanning and malware detection/mitigation.
- Operations – Coordinate with IT staff to **ensure that all security upgrades to hardware and software are implemented** in a timely manner, while maintaining the integrity of our technology services. Coordinate with staff to manage campus anti-virus software, email security systems and other related security appliances and technology.
- Consulting Resource – Interact with the campus community as an **IT security consultant**. This includes **leading various campus committees**; e.g., the Information **Security Working Group**, **PCI-DSS** and **Disaster Recovery, Incident Response Planning, Cybersecurity Training**

**Awareness Program**, committees, the **Information Technology Board**, and the **IT Governance Advisory Committee**.

- Security Event Response, Planning & Management – **Coordinate IT resources in the event of a data security event**, incident or **data breach** and provide appropriate reporting, tracking and documentation as required. Recommend and administer systems that support and provide **security event management**. Responsible for the **development and testing of IT security**, IT Continuity of Operations (COOP), and Disaster Recovery (DR) plans and exercises.
- Policy & Compliance – **Review, update and draft IT security plans and policies**, ensuring compliance with State, Federal and International guidelines and legislation as required. **Coordinate security audits** for all aspects of **campus network security**. Work with ITS staff in the deployment of tools to test for security-related policy compliance. I am also responsible for the **secure and legally-compliant handling of data** by the University in matters of litigation (i.e, “**legal holds**”) or other matters requiring data-handling compliance coordinated by the legal counsel of the University.
- Security Training – **Specify, design, coordinate and provide security training** and advice to departmental managers, staff, students and faculty. Oversees IT security awareness campaigns and communications efforts.
- Professional development – **Research to stay current with emerging security technologies** to improve and strengthen the overall security integrity of the campus technology environment.
- External Engagement – **Participate in CSU-System-wide and peer institution IT Security initiatives** and coordinate with System partners and staff. **Develop and maintain professional relationships in the region** to advance the cause of increased IT Security in both professional, public, civic and personal life, and represent CSU-Pueblo as a resource and contributor to the greater community.

## **CSEPP IT MANAGER**

Pueblo County Sheriff’s Office Emergency Services Bureau (PCSO ESB)

**January 1999 - Present**

Pueblo, CO

### **IT Management/Project Management**

- **Developed** and led **cybersecurity critical systems and infrastructure exercises** based on the Homeland Security Exercise and Evaluation Program (HSEEP) methodology (e.g. COOP, IRP, Critical Infrastructure, Ransomware, etc.). These Exercises **assess** and **validate** capabilities as well as address areas for **improvement planning**
- **Lead IT PM** whose responsibilities included **implementing projects**; help define project scope, goals and deliverables; define tasks and required resources; collect and manage project team; manage budgets; allocate project resources; create schedule and project timeline; track deliverables. **A few of my significant projects include the following:**
  - A \$12M+ IT budget for **all IT systems** in the **building construction** of the **PCSO Emergency Services Center (ESC)** (i.e. 911 Comm. Center, EOC, JIC, Admin Offices)
  - ESC **Physical Building Security**
  - Pueblo County **LAN, MAN, WAN**, and four Wireless Networks, which include 1) County 2) Guest 3) Audio Video 4) Mobile Command Vehicle
  - State of the art **Network Operation Center** for the PCSO ESC
  - Redundant **VMware Farms** with Site Recovery Manager (SRM)
  - Community **Outdoor Warning Sirens**
  - Community **Emergency Alert System** (EAS) & Tone Alert Weather Radios
  - Construction of a **WAN fiber-optic ring** connecting Pueblo County CSEPP to the U.S. Army, CSU-Pueblo University, City of Pueblo, and the State EOC (replacing 23GHz, 18GHz radio)
  - **Chemical Hazard** Analyst WebPuff server
  - Internal and external **Pin/Prox devices** and database management
  - Internal and external **CCTV security cameras**, TV Channels and DVR
  - **Panic buttons** integration into building Simplex Fire and Alert system
  - Design building Public Address (**PA**) **system** and zones
  - **Building alarms and notifications** for all PCSO ESC to include networks, servers, UPS system, generators, fire suppression, and HVAC
  - **Critical Data Backups** (disk library, offsite Server NAS, local server storage)

- **911 VoIP Hotline**
- **Design all IT infrastructure** for the Southeastern Colorado Regional Mobile Command Vehicle
- **Rebuild** of the old PCSO **Communication Center**
- **Consolidate** campus **network closets**
  - **Additional Technical Systems** Management includes: 911 CAMA phone trunks, Cassidian phone system (ANI/ALI), GIS mapping and auto-switchover to the City of Pueblo 911 Comm Center, ESRI GIS mapping, Digital Trunk Radio (DTR) system (Colorado Node #6), Comm Center Spillman Computer Aided Dispatch (CAD) server, Secure network connection to the Colorado Bureau of Investigations (CBI) and CJIS
- **Developed and managed a 5-year IT Life Cycle Cost Estimate budget**, which included an annual IT budget of \$1M+ to identify the costs of developing, producing, deploying, maintaining, operating and disposing of systems over their lifespan.
- As part of the ITS Management team, **developed** and maintained the Pueblo County **IT Service Catalog**, disaster recovery (**DR**), incident response plan (**IRP**), and Continuity of Operations Plan (**COOP**) for the improvement and maintenance of our **Critical Systems & Infrastructure** (CSI)
- Extensive **technical writing** experience with Service Level Agreements, Request for Proposals, Statements of Work, Service Contracts, Inter-Governmental Agreements, Memorandum of Understanding Agreements, system configuration and design, IT security, email, computer usage, and remote access policies.
- **Developed** employee performance plans, **evaluated and coach employees to improve performance**; established clear performance goals, generated honest feedback and use technology. When appropriate, recommend and administer corrective actions and/or disciplinary action

### Leadership and Professional Memberships

- **National FEMA Award for Superior Service in Information Technology** for CSEPP

- **Chairperson, Southern Colorado Critical Systems & Infrastructure Committee** developing public and private business relationships with community, state, and federal government (2016-Present)
- **Member, Pueblo County Cyber Security Response Team** (2009 – 2019)
- **Member** – Homeland Security Advisory Council (HSAC) Cyber Subcommittee
- **Member** – Multi-State Information Sharing Analysis Center (MS-ISAC)
- **Member, Colorado Threat Intelligence Sharing Info. Sharing and Analysis Center (CTIS-ISAC)**
- **Former National Co-Chairperson, Automation Integrated Process Team (AIPT):** For the change control, design and development of emergency management software packages. (2001-2019)
- **Former National, Co-Director Critical Systems & Infrastructure (CSI)** Exercise development (2016-2019)
- **Former Pueblo County Coordinator, National Integrated Public Alert and Warning System (IPAWS)**
- **Former Chairperson Southeastern Colorado Cisco Users Group** (2002 – 2009)

## ADJUNCT PROFESSOR, LECTURE

August 2015 - Present

Colorado State University-Pueblo; Hasan School of Business

Pueblo, CO

- **Instruct, lecture senior level students** in the field of Computer Forensics, Computer Information Systems (CIS) and **Business Management (Masters Level)**. CIS topics cover **Computer Forensics** and **Laws, Cybersecurity, Network design** and **Server and Help Desk Administration**. Other topics include Data Center design and maintenance support.
- **Instruct, lecture boot camp style seminar for business professionals** delivering National Security Agency Center for Academic Excellence (NSA-CAE) content. Cyber Security Defense topics cover Digital Forensics and IT System Components.

## Education

- ✓ **Graduate Master of Science: Management-Information System Security (MSM-ISS)** from the Colorado Technical University – Colorado Springs, Colorado
- ✓ **Graduate Bachelor of Science: Computer Information Systems;** Minor: Business Administration from the University of Southern Colorado/CSU-P – Pueblo, Colorado
- ✓ **Certified** – Certified Information Security Manager (**CISM**)
- ✓ **Certified** – Certified Computer Forensics Examiner (**CCFE**)

- ✓ **Certified** – Colorado Justice Information System (**CJIS**) training
- ✓ **Certified** – FEMA Homeland Security Exercise and Evaluation Program (**HSEEP**)
- ✓ **Certified** - Microsoft Certified System Administrator (**MCSA**) - ID: 3486728
- ✓ **Certified** – **ITIL Foundations** Service Management
- ✓ **Certified** – Microsoft System Center Configuration Manager (**SCCM**)
- ✓ **Certified** - American Management Association (**Management Certification**)
- ✓ **Certified** – Dale Carnegie **Public Speaking and Management** Leadership
- ✓ **Certified** – FEMA Homeland Security Institute (ICS-100a, ICS-ICS-200a, ICS-120a, ICS-130, ICS-139, ICS-700)
- ✓ **Certified** - National Incident Management System
- ✓ Studying – **Master Exercise Practitioner Professional (MEPP)**
- ✓ Studying & Practicing - **Project Management Professional (PMP)**