

Senior Director, Digital Technology

Banking technology executive (CISSP) with 20+ years across payments, ATM, branch, and cybersecurity leadership. Cut critical vulnerabilities 85%, lifted ATM fleet availability from 85% to 96.5%, and compressed software delivery cycles from months to 20 days. Leads the branch-channel technology organization at Huntington National Bank: M&A integration, a 450-ATM single-weekend processor conversion, and a security program run under a NIST CSF-aligned framework. Builds high-accountability teams and frames executive-grade trade-offs for boards and regulators.

CORE COMPETENCIES

Strategy & Executive Leadership
P&L Financial Management
Digital Transformation
Vendor Management & Negotiation
Cybersecurity & Risk Management

Product Management
Service Delivery & ITSM
Global Team Leadership & Development
Data Analytics & Business Intelligence
Enterprise Architecture & Modernization

PROFESSIONAL EXPERIENCE

Director, IT Service Delivery | Huntington National Bank | Columbus, OH | 03/2026 - Present

Owns IT service delivery for the bank's branch channel — ATM, ITM (video teller), teller platform, cash forecasting, and 15+ business applications — leading the organization through seven direct reports.

- **M&A Integration:** Led end-to-end IT integration for the Cadence Bank acquisition — a 450-ATM processor conversion (FIS to Fiserv) executed remotely in a single weekend and an ITM (video teller) channel built and certified in under six months versus an 18-month industry minimum.
- **Program Orchestration:** Took over a teller-platform upgrade 2.5 years in flight without reaching production; reorganized the team and delivered it end of May 2026 as the hard dependency for June's conversions — sequencing three tightly coupled programs through calculated feature, risk, and timeline trade-offs.
- **Security & Compliance:** Directs the channel's security program under the bank's FFIEC/NIST CSF-aligned framework; led May 2026 OCC exam readiness and drove PCI-DSS remediation across the 2,000+ endpoint ATM payment channel.
- **Operational Discipline:** Sustains the channel's lowest-ever Kenna risk score, a 17-day OS patch cadence, and SLA-bound incident closure across 15+ applications.
- **Strategic Roadmap:** Set the 2027 technology direction across observability, cloud (Azure / GCP), API strategy, and PCI EPP / TR-34 compliance, moving the organization from tactical execution to budget-aligned planning.

Founder & Principal | SecurePath Digital LLC | Columbus, OH | 2026 - Present

Independent security advisory practice building assessment and data-protection offerings for small firms in regulated industries.

- **Advisory Offerings:** Built a NIST CSF 2.0 assessment offering: maturity scoring, gap analysis, 12-month remediation roadmaps, and executive briefings; authored a NIST 800-53 / ISO 27001 / HIPAA control crosswalk.

- **Data Protection & AI Guidance:** Developed written information security program (WISP) policy templates aligned to FTC Safeguards, plus secure-AI adoption guidance covering data handling, vendor governance, and usage controls.

Vice President Senior IT Service Delivery | Huntington National Bank | Columbus, OH | 10/2023 - 03/2026

Directed strategy and execution for the bank's core digital services, overseeing IT standards, cybersecurity, vendor management, and software architecture.

- **Cybersecurity Hardening:** Architected a security overhaul (AI-driven EDR, modernized IAM/PAM, encryption at rest) that cut critical vulnerabilities 85%, achieved 99.9% configuration-drift control, and reduced annual security tooling spend by \$1.2M.
- **Org Build:** Hired senior leaders and restructured the team into three build/run delivery towers, narrowing direct reports to four tower leads.
- **Delivery Velocity:** Compressed software delivery cycles from months to 20 days and shipped three major releases (UI rebranding, cash recycling) while maturing incident and compliance baselines.
- **Program Turnaround:** Took over ATM software delivery stalled by multi-year delays across API builds, email receipts, NFC tap, and tokenized transactions; rebuilt the developer team and cleared identity-validation and network PCI certification hurdles to restore release flow.

VP Product Group Manager | Huntington National Bank | Columbus, OH | 10/2022 - 10/2023

Oversaw product strategy and P&L for the bank's self-service solutions portfolio, using data analytics and ROI analysis to drive performance.

- **System Availability:** Lifted ATM fleet availability from 85% to 96.5% with a data-driven servicing strategy prioritizing critical fixes and targeted hardware investment.
- **Strategic Sourcing:** Boosted partner performance 20% through multi-sourcing and transitioned 10% of service contracts to reduce concentration risk.
- **Cost Management:** Cut \$1M from a \$55M operating budget by renegotiating vendor contracts and enforcing SLA terms.

Enterprise Delivery Director | Diebold Nixdorf | Philadelphia, PA | 09/2017 - 10/2022

Senior leader for global professional and managed services; directed global ATM operations, major incident response, and software deployment for key enterprise clients.

- **Profitability:** Expanded managed services margins from roughly 30% to over 55% via technology initiatives and reorganization, adding \$750K in annual savings.
- **Contract Negotiation:** Secured a \$300M hardware order in a five-year renewal and avoided more than \$5M in customer penalties.
- **Global Operations:** Managed 24×7 contact center and analytics teams across the US, Canada, and India supporting a global ATM fleet.

Manager, Customer Solutions & Logistics | Diebold Nixdorf | Princeton, NJ (through 2017)

Fourteen-year early-career progression through field service, logistics, and P&L leadership; ultimately managed a \$16M budget and a 30-person technical team.

CERTIFICATIONS & EDUCATION

- **Certified Information Systems Security Professional (CISSP)**, ISC2, 2026
- **Bachelor of Science in Business Administration**, Southwestern College

TECHNICAL SKILLS

Cybersecurity: CISSP, EDR, SIEM (Splunk), IAM/PAM, Zero Trust, Microsegmentation, Encryption at Rest, NIST CSF, FFIEC, PCI-DSS, GLBA, Kenna, Qualys
IT & Service Delivery: ITIL, Asset Management, IT Standards, Major Incident Management, CMDB
Platforms: Microsoft Azure, GCP, ServiceNow, Salesforce, Power BI

Development: Agile, DevOps, API Strategy, SQL, Python
Industry: Payments, ATM/ITM, Teller Platforms, Cash Forecasting, M&A Integration, XFS, HSM, TR-34
Analytics: Data Modeling, Data Governance, Regression