

RAYMOND GEORGE, MBA, MS, PMP

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CYBERSECURITY DIRECTOR | SERVICENOW VR PROGRAM LEAD | GRC & SECOPS EXECUTIVE

Federal Contractor · CAGE Code Active · UEI Active · SAM.gov Registered

PROFESSIONAL SUMMARY

Cybersecurity Director and ServiceNow VR Program Lead with 15+ years driving enterprise security programs across financial services (BNY Mellon, \$1.9T AUM), healthcare (AdventHealth), and global technology (The Walt Disney Company). Expert in operationalizing ServiceNow VR and SecOps modules, integrating Qualys VMDR, Burp Suite Enterprise, Akamai Edge Security, WhiteHat Sentinel, and Veracode into automated remediation pipelines. Proven track record building FedRAMP, NIST 800-53, RMF, HIPAA, PCI DSS, and SOC 2-aligned compliance programs at scale. Functions as ISSM equivalent overseeing continuous monitoring, SSP/POA&M governance, and audit readiness. Executive communicator across C-suite, Board, Legal, and Compliance stakeholders. US Citizen eligible for Secret clearance.

CORE COMPETENCIES

ServiceNow Platform: ServiceNow VR · ServiceNow SecOps · ServiceNow IRM · CSA (In Progress) · Administration Fundamentals · Scripting and Coding · Platform Implementation (Yokohama) · ServiceNow AI Platform · Studio · Workflow Studio · UI Builder · Service Catalog · Platform Analytics · CMDB · CSDM · HAM · ITSM · Knowledge Management · Agile Development

VM & Security Operations: Qualys VMDR · Burp Suite Enterprise · Veracode · WhiteHat Sentinel · Akamai Edge Security · SOAR · SIEM (Splunk, Azure Sentinel, Chronicle) · Incident Response · Zero Trust · PKI/CA · MITRE ATT&CK

Compliance & Frameworks: NIST 800-53 · FedRAMP · RMF/ATO · FISMA · HIPAA · PCI DSS · SOC 2 Type II · ISO 27001 · GDPR · DoD 8570 · HITRUST · CDM Framework · NIST CSF · COBIT

Dashboard & Analytics: Power BI · Tableau · Smartsheet · ServiceNow Data Visualizations · MRIA Tracking Frameworks · Executive Risk Dashboards · KPI/KRI Reporting · Microsoft 365

Portfolio & Program Management: Portfolio Management · Program Governance · PMP (Active) · Agile · ITSM · Multi-workstream Delivery · Stakeholder Management · Board-Level Reporting · Budget Oversight · Vendor Management

Cloud & Infrastructure: Microsoft Azure · AWS · Google Cloud (GCP) · Cloud Security Posture Management · Identity & Access Management (IAM) · DevSecOps · Network Segmentation

Federal Contracting: CAGE Code Active · UEI Active · SAM.gov Registered · Federal Acquisition Regulation (FAR) · BPA/COR/CO Relationship Management

PROFESSIONAL EXPERIENCE

Cybersecurity Director & ServiceNow VR Program Lead^{2024 – Present}

Alpha Technology Services / Kyriakos, LLC, Orlando, FL

Federal contractor (CAGE Code active, UEI active, SAM.gov registered). ISSM equivalent. Portfolio and program leadership across enterprise cybersecurity engagements.

- Own end-to-end ServiceNow VR program: ingestion quality engineering, ticket enrichment logic, auto-assignment rules, SLA governance, false-positive handling, closure validation, and MRIA dashboard delivery providing real-time C-suite and Board visibility into enterprise security posture.
- Integrate and operationalize multi-scanner vulnerability pipelines from Qualys VMDR, Burp Suite Enterprise, Akamai Edge Security, WhiteHat Sentinel, and Veracode, improving accuracy, risk-based prioritization, and remediation velocity across infrastructure, application, and edge-security domains.
- Function as organizational ISSM equivalent: continuous monitoring, SSP/POA&M-aligned documentation, security controls compliance, vulnerability aging tracking, and audit readiness across enterprise programs.
- Build and maintain executive-level risk dashboards using Power BI, Tableau, Smartsheet, and ServiceNow data visualizations, delivering real-time C-suite and Board visibility into program performance and risk posture.
- Manage portfolio of cybersecurity engagements: scope definition, resource allocation, milestone tracking, stakeholder reporting, and budget oversight across concurrent workstreams.

Senior Program Manager, Cybersecurity Operations^{2023 – 2024}

BNY Mellon, Lake Mary, FL

\$1.9T AUM global financial institution. SEC, GDPR, and financial regulatory environment.

- Implemented SOAR automation strategy reducing manual incident handling by 35% and accelerating MTTR across global security operations under SEC, GDPR, and financial regulatory frameworks.
- Managed cybersecurity operations program governance across Legal, Compliance, and IT, developing and executing incident response plans and integrating threat intelligence platforms to proactively mitigate emerging threats.
- Built executive risk reporting frameworks and KPI/KRI dashboards delivering real-time cybersecurity posture visibility to C-suite and board-level leadership.

Senior Program Manager, Enterprise Security^{2022 – 2023}

The Walt Disney Company, Orlando, FL

200,000+ employee global enterprise. FedRAMP, NIST 800-53, SOC 2 Type II compliance environment.

- Led in-house transition of Certificate Authority (CA) services achieving FedRAMP authorization, SOC 2 Type II, and NIST 800-53 compliance, reducing annual operational costs by \$65M and enabling enterprise-wide PKI on Microsoft Azure.
- Delivered \$115M digital transformation with 4% annualized return; served as primary executive interface on security posture, translating risk status into board-ready communications for C-suite and compliance leadership.
- Managed portfolio of security transformation workstreams across architecture, development, compliance, and change management teams simultaneously.

Operations Program Manager2020 – 2022

AdventHealth, Orlando, FL

50+ facility multi-state healthcare system. HIPAA, PCI DSS, HiTrust, GDPR regulated environment.

- Delivered \$100M in revenue growth through the PCI-STEMI Program ensuring HiTrust, HIPAA, and GDPR compliance across multi-facility healthcare operations.
- Implemented HIPAA and PCI DSS compliance programs and advanced patient data protection controls across a distributed healthcare technology environment.

Senior Program Manager & PMO Head2019 – 2020

Jubilant Radiopharma, Orlando, FL

- Led \$25M North American Pharmacy Buildout ensuring HIPAA, NIST 800-53, and ISO 27001 compliance; integrated SAP AI-driven inventory management reducing costs by \$280K/month.

Senior Program Manager2018 – 2019

Disney Vacation Club / The Walt Disney Company, Celebration, FL

- Delivered \$115M Agile digital transformation and secure mobile reservation system (\$1.5M annual revenue) ensuring PCI DSS and ISO 27001 compliance across payment and authentication systems.

IT Security Manager2008 – 2018

Alpha Technology Services, Orlando, FL

- Led PCI DSS compliance for payment processing systems and implemented ISO 27001 and ISO 9002 standards across managed service client environments.

EDUCATION

Master of Business Administration (MBA) — Stetson University, DeLand, FL

Master of Health Administration (MHA), Strategy & Innovation — AdventHealth University, Orlando, FL

Bachelor of Science (BS), Computer Science — St. John's University, Jamaica, NY

CERTIFICATIONS & CREDENTIALS

Professional Certifications

- Project Management Professional (PMP), PMI — Active
- ServiceNow Certified System Administrator (CSA) — In Progress
- CISSP (ISC2) — In Progress (satisfies DoD 8570 IAM Level III upon completion)
- CompTIA Security+ — In Progress
- Google Cybersecurity Certificate (Linux, MySQL, Python, Bash) — Complete

ServiceNow Now Learning — Verified Skills

Scripting and Coding · ServiceNow AI Platform · ServiceNow Studio · Workflow Studio · UI Builder · Service Catalog · Platform Analytics Experience · CMDB · Knowledge Management · Agile Development · Asset Management · IT Asset Management · Contract Management · Digital Portfolio Management · IT Service Management · Request Management · System Testing

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