JERMAL SMITH

Technology & Security Leader | IT Operations, Security, Engineering, Risk & Digital Transformation

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EXECUTIVE SUMMARY

Technology and security leader with 20 years in IT operations, infrastructure, engineering, and risk for regulated, multi-tenant SaaS and life sciences organizations, including 11 years in progressive leadership. Leads blended global teams across the US, UK, and India, partnering with engineering, security, and business functions, while staying hands-on in cloud, containers, automation, and AI development, including LLM and agentic applications, model context protocol (MCP) integration, and AI governance aligned to ISO/IEC 38507. Delivered a four-year M&A integration with zero unplanned outages and sustained zero major findings across SOC 2, ISO 27001, and ISO 9001 audits, directly unblocking RFPs, new deals, and renewals.

CORE COMPETENCIES

IT Operations: IT Service Management (ITSM) | SLA & KPI Frameworks | Business Continuity & Disaster Recovery | Incident Response Leadership | Vendor & Procurement Governance

Security & Infrastructure: Zero Trust Architecture | Identity & Access Management (IAM) | Cloud Infrastructure (Azure, AWS, Microsoft 365) | Network & Endpoint Security

Engineering & Platforms: Containers, Docker & Kubernetes (K8s) | Multi-Tenant SaaS Platforms | Infrastructure as Code | GitHub & DevOps Standardization | AI Software Development

Risk & Governance: Enterprise Risk Management | Regulatory Compliance (SOC 2, ISO 27001/9001, HIPAA, GDPR, FedRAMP, NIST, CIS) | AI Governance (ISO/IEC 38507) | Third-Party Risk Management

Transformation & Leadership: M&A Integration & Due Diligence | Digital Transformation | Global Team Leadership & Development | Budget Management | AI Enablement & Automation

PROFESSIONAL EXPERIENCE

HONEYWELL | Hamilton, NJ — 2015 - 2026

Formerly Sparta Systems, Inc., a regulated Life Sciences multi-tenant SaaS company acquired by Honeywell in 2020. Progressed from Expert Systems Administrator to Senior Manager/Director over 11 years, building the IT/Security function and later serving as primary IT integration lead through the four-year M&A.

Senior Manager/Director, Information Technology — **2021 - 2026**

- **Leadership:** Led IT operations, cybersecurity, compliance, engineering operations, and business applications for a 400+ person global organization, directing teams upward of 15 plus dotted-line and matrix staff across the US, UK, and India, and taking governance of Engineering Operations, business systems, and software escrow.
- **Strategy & Transformation:** Set multi-year IT strategy and shared roadmaps across infrastructure, cloud, and security investment, aligned to growth targets and regulatory requirements.
- **M&A Integration:** Served as primary IT integration lead and service owner for all Sparta applications in Honeywell's CMDB, covering network trust, end-user computing migration, and full data center workload transition; completed Q2 2025 with zero unplanned service outages.
- **Risk & Compliance:** Sustained zero major findings across consecutive SOC 2, ISO 27001, and ISO 9001 audits while remediating 50+ control requirements and holding continuous audit readiness through the integration. Supported Sales and Pre-Sales on RFPs, unblocking new deals and renewals across 400 top-tier global pharmaceutical and medical device customers.
- **FedRAMP:** Supported FedRAMP compliance efforts by leading data sensitivity classification, authoring system build documentation, presenting audit information, and tracking remediation of findings to closure.
- **Security:** Spearheaded a global Zero Trust rollout to 100% of users and directed NIST/CIS-aligned enterprise risk management to focus executive oversight on top-tier risks. Led incident command and follow-the-sun escalation for customer-facing services, driving root-cause resolution and vendor alignment.
- **Engineering & Cloud:** Led platform modernization including VMware to Azure migration, Microsoft 365 consolidation, GitHub dev tool standardization, and adoption of containers and Kubernetes (K8s), delivering clustered, fault-tolerant environments that scale workloads up and down dynamically while building a team that owned day-to-day cluster operations.
- **Platform & Risk:** Supported and secured a multi-tenant, validated SaaS platform serving pharmaceutical and medical device customers, maintaining tenant data segregation, availability, and audit readiness.
- **Budget & Vendors:** Optimized a $12M+ combined IT budget and procurement portfolio, cutting operational overhead by up to 35% through vendor consolidation that funded cloud and security transformation.

IT Manager **2018 - 2020**

- Built and scaled the IT/Security function from the ground up, leading a 7-person blended team across the US, UK, and India for IT service, vendor strategy, and technology planning.
- Mobilized full remote-work capability for 300-400 employees and contractors across three countries in under four weeks, expanding VPN capacity and deploying SD-WAN for lasting resilience.
- Architected enterprise Intune, Autopilot, and VDI across all regions, automating device provisioning and Azure AD compliance.
- Consolidated communications onto Microsoft Teams, eliminating 500 Slack licenses (about $40K annual savings) and closing an SSO compliance gap.
- Formalized IT procurement, vendor evaluation, SLA frameworks, and KPIs, aligning software selection with SOC 2 and improving delivery consistency and retention.

Expert Systems Administrator **2015 - 2018**

- Architected VMware/Hyper-V virtualization, SAN/NAS storage, and global networking (Check Point, Cisco, Aruba), with PowerShell and Ansible automation and data center consolidation that improved RTO/RPO targets.
- Authored foundational IT policies, SOPs, and change management framework, laying the groundwork for initial SOC 2 readiness.

INFRAGISTICS | NJ | IT Senior Systems Administrator/Team Lead **2007 - 2015**

AI ENGINEERING & INDEPENDENT PROJECTS

Design and deploy AI-enabled software and GRC tooling, applying enterprise risk and governance discipline to self-directed engineering. Portfolio: whois.jermsmit.com

- **HyrLink:** Agentic AI recruiting platform built with LLM-driven workflows and integrated with MCP services.
- **Third-Party Risk Management (TPRM) Tool:** Custom GRC application for vendor risk assessment, with AI-assisted workflows.
- **IT Risk Register:** Lightweight risk register built for emerging GRC teams.
- **MCP & Local LLMs:** Installed and configured Model Context Protocol (MCP) servers on self-managed Linux hosts, connecting LLMs such as Claude to tools and data sources, and ran local models through Ollama.

TECHNICAL SKILLS

AI & Automation: Claude, Microsoft Copilot, Gemini, Google AI Studio, Ollama, MCP, LLM and Agentic AI Development, AIOps, Python, PowerShell, Ansible, Terraform

Cloud, Containers & Data: Azure, AWS, Microsoft 365, Kubernetes (K8s), Docker, GitHub, PostgreSQL, MySQL/MariaDB, Multi-Tenant SaaS

Identity & Security: Entra ID (Azure AD), Zero Trust, RBAC, SSO/SAML, MFA, PAM, Endpoint Protection, Digital Forensics and Incident Response (DFIR)

Infrastructure & DR: VMware vSphere, Hyper-V, Data Center Operations, SD-WAN, VPN

Frameworks & Compliance: SOC 2, ISO 27001/9001, ISO/IEC 38507, NIST CSF, CIS Controls, HIPAA, GDPR, FedRAMP, ITIL

CERTIFICATIONS & EDUCATION

Certifications: VMware Certified Professional (VCP6-DCV) | VMware vExpert | Microsoft Certified (MCSE) | CompTIA Security+

Education: B.A., Sociology, Monmouth University | Computer Systems & Networking Program, New Horizons

PROFESSIONAL DEVELOPMENT (2026)

- SANS Institute: Digital Forensics and Incident Response (DFIR) training
- AI Governance for Organizations: Applying ISO/IEC 38507:2022 | Responsible AI Foundations Professional Certificate | Building a Responsible AI Program
- Zero Trust Architectures for Security Architects
- ISACA CRISC Exam Preparation
- AIOps Foundations | Docker Foundations | Atlassian IT Service Management (ITSM) Professional Certificate