

George W. Philpott, CBCP

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Professional Summary:

A proven, self-motivated individual with management experience in the areas of **Contingency of Business, Disaster Recovery, Crisis Management, Environmental Health & Safety, Project Management, Business Information Security, Corporate Security, Risk and Fraud**. Utilizing a diverse background, works collaboratively with all levels and functions. Strong interpersonal, organizational and communication talents which successfully supports meeting deadlines with team and company objectives. Proactively initiates, presents and completes corporate projects. Adaptable in changing environments with a passion for challenging work.

Professional Experience

Employbridge

June 2018 to Present

Director of Business Resilience

Business Continuity

- Responsible for the development, documentation implementation, maintenance, and testing of the BCP program including governance policies processes and standards. Preparing reports for internal/external audits
- Management all BCP strategies by assisting in the review, development and administration of policies and procedures for the business, IT, and others as requested
- Contributes to the completion of third-party service provider business continuity due diligence reviews (Vendor Management and Legal)
- Assist in the administration of Emergency Response Plans, including branch locations

Disaster Recovery

- Assessing, developing, implementing and sustaining IT Disaster Recovery and BIA plans and procedures
- Develop best practices and tools for IT DR test, management and execution
- Conduct research on emerging technology applications, services, protocols, and standards in support of IT DR
- Work to ensure compliance with internal policies and standards

Crisis/Incident Management

- Work with other teams to identify improvement opportunities and ensure end-to-end success of the Incident Management process
- Develops process and procedures that ensure Incident Management and Service Desk related action items are tracked and completed, resulting in process Improvements
- Take current Crisis Management Communication resources and update with minimum to no costs.
- Lead communications during crisis events; Hurricanes, Winter Storms, Regional Fires, Floods and more.

Environmental Health & Safety (Corporate Security)

- Implement, document, test, and report on site/branch safety programs in accordance with company guidelines
- Provide assistance and support in process improvement/administration of plant environmental, safety and occupational health programs
- Corporate Security contact for ADT Security, both branch, Facilities, and corporate levels; Pinkerton and ADT
- Corporate Physical Security, including technology and staffing requirements, assignments, and incident reporting

Performance of other duties and responsibilities as assigned

Frontier Communications

May 2013 to June 2018

IT IS Disaster Recovery Engineer

- Responsible for providing procedural, workflow and management of IT and Enterprise DR/BC efforts. Includes all technical and business elements; building, proofing, testing, maintenance, auditing and presenting. Create, process and report risk assessments and BIA findings. Yearly and quarterly reporting of all Tier 0, 1, & 2 infrastructures and applications. Yearly recovery testing. Direct reporting of tasks to the CIO that goes to the corporate board

- Creation, updating, documenting and presenting of IT Crisis Management and Business Continuity documents, processes, Audit and Insurance requirements.
- Program/project manager on the modeling, maintenance, and auditing IT IS BC/DR projects following ePMO procedures. Manage and report all phases of project to Sr Management, Stake Holders, and internal Audit and Compliance. Project tracking/reporting via Planview and company PMO processes.
- Safety Chair for the Allen, Richardson and Coppell site Emergency Response; Fire/Tornado drills, managed awareness events
- Assisted with the designing, building, and auditing of the new SSO process
- Audit and Compliance review, documentation and reporting of assigned IT projects (Cyber Crime, PCI, Vendor and Legal Contracts)

Nationstar Mortgage, Lewisville TX

May 2012 to May 2013

Program/Project Manager, Information Security

- Program/Project Manager of the Archer Enterprise migration into the corporate infrastructure. Testing, development and implementing of eight (8) of the nine (9) core solutions: Policy Mgmt., Enterprise Mgmt., Compliance Mgmt., Vendor Mgmt., Audit Mgmt., Threat Mgmt., Business Continuity Mgmt. and Incident Mgmt.
- Vendor contract negotiations and corporate BC/DR input and review
- Updated current and created new BIA's. Created and documented new corporate RTO's
- Project kickoff of the Identity and Access Management project (Attestation)
- Project managed company wide inventory, document and track physical, electronic and system assets
- One of the Project Managers of the new ePMO. Provided guidance and input to all new PMO cycle procedures, processes and key documents. Created tracking and documenting to assure adherence to the new ePMO process and procedures. Cradle to grave, including lessons learned and post project
- Information Security (Physical, System and Corporate). Project Managed physical and system security functions and duties including new hardware/software systems for acquisitions sites, and resource staffing. Reported breaches and weaknesses. Creation and re-write of security contracts with vendors. Coordinate IS policies with Corporate Training (new hires, corporate communications). ePMO requirement project review
- Servicer hardware purchases, shipping, set up and activation of required systems

Fannie Mae, Dallas TX

July 2011 to December 2011

Project Manager (Contract Consulting Position):

- Create, prepare and execute project work plans and revise as appropriate to meet changing needs and requirements
- Manage operational aspects of projects and scopes, including infrastructure projects
- Prepare plan reviews and quality assurance procedures
- Effectively communicate relevant project information to management and stakeholders
- Previous Project experience in a matrix environment with technology and process development

Business Continuity Planner:

- Manager using LDRPS 10 and NotiFind, responsible for updates, testing and reporting.
- Training new department employees on BCP
- Presenting BCP to department managers and Sr Management. Peer reviews and audit reviews

Business Records Retention and Tracking Manager:

- Duties consist of updating, auditing, reporting and inventory of all paper, imaged and electronic record documents
- Ensure all documents are complete, current and stored appropriately

FDIC, Dallas TX

August 2010 to October 2010

Sr. Project Manager (Contract Consulting Position):

- Sub-contractor working with the FDIC. Member of a highly tactical time traveling 2 to 3 weeks auditing financial institutions
- Financial acquisition processes; migrating portfolios, IT systems, physical assets and risk analysis
- Considerable knowledge of risk and risk issues, including risk identification, quantifications and response

- Audit review of all short term, long term storage and imaged documents, including documented procedures and contracts
- Responsibility to the projects includes a complete post project implementation and audit review to identify areas of improvement and lessons learned. Position requires a Government security clearance

Texas Independent Bank (TIB), Irving TX

October 2008 to May 2010

Acquisition and Disaster Recovery Manager:

- Developed electronic infrastructure document imaging system and process, Filenet/Kofax, with tracking, support and document long term storage. Life cycle project from creation to post project support. Created a working Business Management Process for all production departments and Sr Management. Project included purchasing of hardware, software and contract with a 3rd party IT support vendor
- Managed, audited and converted newly acquired portfolios. Coordinated with Legal, Compliance, Risk, IT, Customer Service, Collections and Sr Management. Supported acquiring financial institutions branch network, IT departments, CS requirements and CFO/COO inquiries, communications and requirements
- Managed and supported internal and external relationships with vendors, branches and 3rd party institutions
- Developed portfolio credit card infrastructure strategies with plastic, insert creation and inventory
- Created and formatted FDR DataChoice reports for senior management
- Monitored and updated corporate portfolio prime rate. Confirmed and managed monthly corporate portfolio credit bureau reporting
- Audited and managed the company Flex Miles reward points programs. Adjustments made when required
- Managed system access creation, updates, deletion and auditing
- Business Continuity / Disaster Recovery plan management included; updating, supporting, testing and documentation

EDUCATION/PROFESSIONAL DEVELOPMENT

CBCP

Certified Business Continuity Professional 2015 - DRI International

Associates Degree in Management

Northlake College – Irving Texas

Associates of Humanities – Law Enforcement

Mercer County Community College – Trenton, New Jersey

Business Management Certification

Northlake College – Irving Texas

Project Management Professional (Prep)

True Solutions PMP – May 2011

COMPUTER SKILLS

Microsoft Suites; Outlook, Word, Excel, Project. RSA-LDRPS 9 & 10 (Living Disaster Recovery Planning System), NotiFind, Sungard – AssuranceNM / AssuranceCM, Planview, PEGA Systems, FDR (First Data Resources), CobTrack, FDR Resources Secured Application Portal (DataChoice, ROWnet), Metavante,

MEMBERSHIPS

ACP – Association of Contingency Planners, North Texas #3006683, Board Member-Mentorship-04/2017

DRII – Disaster Recovery Institute International, #42450

PMI – Project Management Institute, North Texas #1948335

ISSA – Senior Member - Information Systems Security Association, Dallas Texas #3127797