

James Guckin

• Philadelphia, PA • JimGuckin@gmail.com

EXPERIENCE

Director, Cyber SecOps

Mar. 2021 - Present

City of Philadelphia: Delaware Valley Intelligence Center | Philadelphia, PA

Chartered the Cyber Security Operations program for regional partners. Enhanced the cyber stance of law enforcement agencies, by integration of best practices into daily operations. Alerted regional partners of potential security vulnerabilities.

Cyber Security Manager

Aug. 2019 - Present

City of Philadelphia: Office of Innovation and Technology | Philadelphia, PA

Oversaw the firewall exemption request process and incident response process for enterprise equipment. Chaired conversations on threats and threat actors with information security members. Organized the design and implementation of a root certificate authority for the organization to better secure internal resources.

Key Accomplishments:

- Facilitated information and resource between federal, state and regional partners with internal partners to save money and resources.
- Centralized cyber alerting sources and briefed departmental technology partners on actively exploited vulnerabilities.

Support Center Manager

May. 2014 - Sept. 2019

City of Philadelphia: Office of Innovation and Technology | Philadelphia, PA

Manage all technology for 50% of the city departments and oversaw enterprise support for the remainder, 25,000 user total. Directly influence direction of end user technology and working with end users to better utilize the technology offered. Interfaced between departmental IT staff and enterprise IT staff to solve issues.

Key Accomplishments:

- Integrated 3 other departmental support teams into the Support Center, that improved average resolution times for those integrated departments.
- Implemented an enhanced ticket management system, that allowed for the integration of ITIL into the process.

IT Program Manager

June 2010 - July 2014

City of Philadelphia: Office of Emergency Management | Philadelphia, PA

Split role of manager of the IT team, as well as Emergency Manager Assistant Team Leader for emergency/disaster scenes in the city limits. Acquired and implemented technical resources to help emergency responders better help citizens in emergencies.

Mobilized temporary shelters for displaced residents, and coordinate support for residence with agencies.

- Updated and modernized the Emergency Operations Center technology to streamline the process of activations in the event of emergencies, as well as reduced the time to open.
- Engineered the technology improvements which allowed emergency responders to receive video from arial surveillance to ground units as well as centralized monitoring units.
- Improved the technology and reliability of the city's Mobile Emergency Command Vehicle and the City's Mobile Emergency Operations Center

EDUCATION

CHI Institute | Associates in Network Engineering Technology

Dec. 2002

Pennsylvania Emergency Management Agency | Basic County Certification

Aug. 2011

Acquiros Inc | ITIL Foundation

Aug. 2016