

Robert Hayden, CISSP

Multi-skilled security professional



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585.755.2139



Rochester, NY

TECHNICAL SKILLS

Strategy and Planning: Capability and benefit roadmaps, Tool and service optimization, Security strategy, Architecture, Program management

Information Security: IT Security domain expertise, Policy development and management, Security awareness & training, Risk assessment & compliance, Technical security team leadership, Platform engineering, Risk Management

Cloud: AWS: CloudFront, S3, Route53, IAM, Lambda, SES, SNS, API Gateway, CloudFormation (Infrastructure as Code), Config, GuardDuty, Automation, M365, Scalr (Cloud management platform), Cloud security architecture

Frameworks: NIST 800-53, CIS, ISO 27xxx, NIST CSF, CSA Cloud Control Matrix, cross-framework mappings, policy alignment, Mitre ATT&CK

Software Engineering: SQL, Java, JavaScript (Programming), PowerShell (Scripting), Security code reviews

PROFESSIONAL EXPERIENCE

Xerox Corporation | Rochester, NY

Senior IT Risk Advisor

10/2024-present

- Designed and executed the processes for enterprise cybersecurity risk register management and reporting
- Streamlined third part risk management (TPRM) processes, executed on a portfolio of over 600 vendors
- Implemented and configured OneTrust modules supporting the risk register and TPRM processes and dashboards
- Optimized the security exception processes, **reducing the open exception backlog by 10x**
- Integrated security exception and cyber risk register into CISO metric reporting
- All above activities successfully completed during my advisement role between 10/2024 and 10/2025

Planned Career Break | Rochester, NY

InfoSec community support, personal growth, family support

10/2023 – 10/2024

- Sector Chief, FBI Buffalo InfraGard. Providing sector-specific security expertise and service for critical infrastructures.
- Acting as temporary primary caregiver for a family member and managing real estate investments.
- Active in the InfoSec community with InfraGard, contract work (ask for details), SANS Advisory Board.

Bausch Health Companies / Bausch + Lomb | Rochester, NY

IT Security Manager and acting Incident Response Manger

11/2021-10/2023

- Streamlined IT and Security policy lifecycle, training, and document management processes, **reducing overhead and reducing time to approval, publish, and train by 75%**.
- Partnered with external SOC to refresh IR runbooks, **reducing unnecessary incident escalations by 70%**.
- Coordinated response, quantified root cause of priority security events, implemented mitigation actions.
- Executed enhancements to global IT Security communications, security intranet, LMS, document repositories and monthly newsletters **increasing workforce contact hours for security content 25% YOY**.
- Formalized the testing of workforce susceptibility and response to attack scenarios, **achieving 15% YOY reduction in employee phishing failures**. Incorporated lessons learned from incidents into future attack scenarios.

- Expanded the frequency of phishing assessments by 200%, introduced attack simulations in 12 languages and achieved a 30% YOY increase in employee completion rate of assigned security awareness training.

Security Program Manager

10/2019-11/2021

- Initiated an industry-leading comprehensive security awareness program consisting of an information hub, assessments and phishing simulations, newsletter content, training modules, hosted in-person and virtual learning sessions and a rich set of materials and activities that together increased workforce contact hours over 41%.

Xerox Corporation | Rochester, NY

Cloud Security Architect

1/2016 – 5/2019

- Initiated the cloud security design for the virtual data centers on the Amazon AWS platform, **removing platform compliance concerns for migration and engineering teams.**
- **Engineered solutions to monitor and alert on changed AWS configurations** in support of security event detection using Infrastructure as Code (CloudFormation) resulted in a repeatable functioning solution.

Manager, Global Information Security Strategy, Architecture and Policy

6/2008 – 5/2019

- Transformed malware protection capabilities resulting in **improved malware prevention by 40%+ for 6,000 devices and drove \$6M in potential productivity savings** related to device slowdown, re-imaging, and response costs.
- Harmonized the policies of Xerox and an acquired large business services organization **enabling minimal risk posture change for each organization while removing disparate policy sets** as a barrier to integration success.
- Enhanced the protection strategy for the corporation to address blind-spots or protection gaps resulting in the **successful deployment of secure web gateway, CASB, MFA replacement, next gen firewall, and application control** all meeting the value propositions identified in the strategy.
- Aligned security policies with industry frameworks, **reducing audit load and eliminating customer RFP concerns** associated with internal policy conformance with these frameworks.
- Established the security implementation and governance models for Xerox’s multi-cloud data centers (Azure, AWS), providing **management and audit assurance of policy, framework, and regulatory compliance.**

Manager, Architecture, Policy and Strategic Investment Portfolio

5/2005 – 6/2008

- Devised a methodology to review tools, contracts, and processes to identify overlap, misalignment, unused capacity, features or entitlements, and ineffective designs or configurations, resulting in the development of **9 optimization projects with cost-saving opportunities of \$2M+ and 25% reduction in deployed vendor footprint.**
- Delivered the architecture, alignment, and sequencing of information security investments.
- Launched technology and capabilities strategy and multi-year roadmaps, guiding programs and initiatives, **successfully implementing 100% of priority roadmap goals** while securing funding for 85% of the entire roadmap.

CERTIFICATIONS / CREDENTIALS

Certified Information Systems Security Professional

(CISSP) (12/2003 - Present) *Credential ID: 52179*

More Certifications:

<https://www.credly.com/users/robert-hayden/badges>

PUBLICATIONS

Defensible Networking and Blue Team WMI

2016, SANS Institute

PowerShell Security, Ransomware, and DevOps

2020, SANS Institute

EDUCATION

Bachelor of Arts, Computer Science (*Magna Cum Laude*)

State University of New York at Potsdam