

# Eric M. Logan



Results-driven IT and Cyber Security Professional with extensive experience serving as a visionary while driving change and implementing process improvements to shape IT strategy, vision, and direction. Proven record of success aligning IT initiatives with strategic goals while enabling innovation, enhancing operational efficiency, and introducing solutions to improve overall security. Adept at leading teams in adoption of new tools and technologies to improve customer experience while maintaining system compliance.

- Pioneered team training and development by crafting tailored curriculum and career development programs, which strengthened skill development and cross-functional collaboration across teams.
- Spearheaded design and implementation of newly developed Governance, Risk & Compliance strategic plan for GTRI, leading to long-term direct and indirect benefits, including reduction in business risks and compliance assurance.

## CORE COMPETENCIES

IT Security	Process Improvement	Operations Management
Strategic Planning	Business Continuity Management (BCM)	Data Privacy & Protection
Relationship Management	Resource Management	Business Development
Project Management	Program Structure & Governance	Team Building
Risk & Compliance Management	Cybersecurity Policy & Procedures	Mentoring & Coaching

## PROFESSIONAL EXPERIENCE

### **GEORGIA INSTITUTE OF TECHNOLOGY**

#### GOVERNANCE, RISK & COMPLIANCE (GRC) MANAGER | Atlanta, GA | 2023 – Present

Led design and development of inaugural Governance, Risk, and Compliance team at Georgia Tech Research Institute (GTRI) with responsibility for assessing business policies, procedures, and operations to ensure compliance with outlined guidelines and regulations.

- Directed team of 3+ and established best practices that focused on asset protection, cybersecurity policy, and information security operations.
- Validated security control configurations across 15,000+ systems with upwards of 3,000+ end-users, ensuring proper alignment with controls as set forth in NIST, DFARS 252.204-7012, CMMC, and related guidelines and requirements.

#### CYBERSECURITY OPERATIONS MANAGER | Atlanta, GA | 2016 – 2023

Managed day-to-day operations for the Information Security Operations Center (ISOC) at GTRI. Coached and mentored 3+ Security Analysts responsible for safeguarding and monitoring GTRI's network and executing proper incident response and remediation tactics.

- Aligned new policies, operations, and strategies with university and University System of Georgia (USG) Cybersecurity regulations and guidelines to establish and maintain compliance and effective data governance.
- Cultivated relationships with new and existing third-party vendors, demonstrating a strategic grasp of vendor policies and procedures to ensure contracts met agreed-upon outcomes, resulting in increase in overall efficiency and collaboration.
- Promoted ongoing training and development of junior employees, fostering culture of professional growth and skill enhancement.
- Established KnowBe4 internal security awareness training and built curriculum that simulated phishing attempts to ensure organizational awareness, which led to improved compliance and security.
- Designed and implemented innovative solutions in partnership with external organizations, including National Security Agency (NSA) and FBI InfraGard, to drive security adoption and success.

#### IT SUPPORT MANAGER | Atlanta, GA | 2013 – 2016

Managed IT support services with responsibility for promoting security awareness and establishing consistency and standardization to ensure success of enterprise services. Defined and implemented IT strategy in alignment with GTRI's mission and goals. Monitored and assessed IT performance metrics while promoting continuous improvement.

- Coached and mentored leadership, providing direction and recommendations to enable effective decision-making regarding IT hardware and software resources and solutions.
- Built Standard Operating Procedures (SOPs) that focused on establishing and maintaining consistency and transparency of IT operations.
- Managed team of 8+ Desktop Support Technicians and Audio/Video (A/V) Technicians along with 3-5 students, ensuring timely project management, coordination, and resource management to guarantee all projects were completed on budget and within SLAs.
- Nurtured and fostered vendor relationships, which led to success in ongoing contract renewals and high-quality customer service to support testing and evaluation of systems for new procurement initiatives.

## EMORY UNIVERSITY

### PHAROS SUPPORT COORDINATOR | Atlanta, GA | 2010 – 2013

Managed and facilitated day-to-day operation of UTS Student Services team through ongoing provisioning of Tier 2 Tech Support. Served as sole Systems Administrator for campus-wide Pharos UniPrint pay-to-print system for 13,000+ students. Triage, managed, and escalated printer-related problems in partnership with vendors.

- Cultivated relationships within community to facilitate local universities in deploying and maintaining Pharos UniPrint solutions.
- Formulated monthly reports and metrics, strategically analyzing supply consumption and assessing equipment scalability for enhanced operational insights.
- Trained, mentored, and managed 10-15 student employees with responsibility for providing career development, knowledge of best practices, and support in day-to-day tasks.

### SR. APPLICATION SUPPORT ANALYST | Atlanta, GA | 2009 – 2010

Presented comprehensive technical expertise to researchers campus-wide, facilitating knowledge and awareness of key technical applications and associated technical tools. Researched, analyzed, and provided support in decision-making to verify solutions were effective, compliant, and dependable.

- Partnered with 3-4 Developers in company-wide transition from application development to production, assisting physicians and researchers in more efficiently accessing patient data securely.
- Established the reliability, performance, uptime, and support of multiple data capturing applications, including CR-Assist, REDCap, and OpenClinica; ensured Health Insurance Portability and Accountability Act (HIPAA) compliance of applications.

### SR. DESKTOP CONSULTANT | Atlanta, GA | 2007 – 2009

Partnered across all university departments to effectively provision, improve, and manage Tier 3 IT services for thousands of end users. Maintained responsibility for ensuring proper management, configuration, and support for mobile devices. Engaged in continuous learning to ensure IT operations aligned with regulatory legislation and standards.

- Managed high volume of service requests, incidents, problems, and change management while incorporating Information Infrastructure Library (ITIL) practices to maintain alignment with best practices.
- Coached and mentored internal employees seeking to migrate into IT careers and opportunities within the department.
- Implemented LANDesk tool that provided unified endpoint and asset management solution for the entire campus.
- Presented new SLA standards to improve IT services, enabling team to exceed SLAs on an ongoing basis.

### SYSTEMS ADMINISTRATOR | Atlanta, GA | 2005 – 2007

Drafted user documentation and knowledge base for library staff and students to improve awareness and knowledge of available systems for Goizueta Business School within the Robert W. Woodruff Library for campus. Provided rotating on-call support every six weeks for Library Desktop Support team.

- Served as Sole Systems Administrator responsible for maintaining and supporting the Goizueta Business Library's Windows Server infrastructure, ensuring systems remained available and operational at all times.
- Built backup strategy to support high volume of infrastructure servers and staff computers, improving overall risk mitigation and disaster recovery tactics.
- Developed and presented imaging and deployment process for library computers, which streamlined and standardized configuration processes to reduce individual setup.
- Established formalized processes to track help requests, computer inventory, and hardware/software purchases.



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## ADDITIONAL EXPERIENCE

### **GEORGIA INSTITUTE OF TECHNOLOGY**

SYSTEM SUPPORT SPECIALIST II | Atlanta, GA

COMPUTER SERVICES SPECIALIST III | Atlanta, GA

COMPUTER SERVICES SPECIALIST II | Atlanta, GA

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## TEACHING EXPERIENCE

### **CLAYTON STATE UNIVERSITY**

INSTRUCTOR | Morrow, GA

### **FLINT RIVER TECHNICAL COLLEGE**

ADJUNCT FACULTY | Thomaston, GA

### **THOMASTON-UPSON COUNTY RECREATION DEPARTMENT**

COMMUNITY TECHNOLOGY CENTER INSTRUCTOR | Thomaston, GA

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## EDUCATION

**Enterprise Cybersecurity Leadership Master Certificate**, Professional Development Academy

**M.S. in Cybersecurity**, Excelsior College

**B.S. in Management**, Shorter University

**A.A.S. in Computer Networking Technology**, Clayton State University

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## CERTIFICATIONS

**ISACA**: Certified in Risk and Information Systems Control (CRISC) – Anticipated early 2024

**EC-Council**: Certified Incident Handler

**ITIL v.3 Foundations**

**CompTIA**: Security+, Network+, A+, IT Fundamentals

**Microsoft**: MCP, MCDST

**Apple**: ACA, ACHDS

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## AWARDS

**Star Performer Award**, Georgia Tech Research Institute (GTRI)

**Staff Performance Award**, Georgia Institute of Technology – School of Civil & Environmental Engineering

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## PRESENTATIONS

**Unlocking the World of Cyber Security: More than Certs and Buzzwords**, Black is Tech Conference

**Not a Fad Diet: Developing a Cyber Security Fitness Plan**, Threat Level Midnight Conference (ISSA Sponsored)

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## MEMBERSHIPS

**Information Systems Security Association (ISSA)**

**Cyversity**

**FBI InfraGard**

**Research Education Networking Information Sharing & Analysis Center (REN-ISAC)**

**Information Systems Audit & Control Association (ISACA)**