

Charles O'Brien, CISSP, MCSE

Technology Leader transforming Cybersecurity, Infrastructure,
Cloud, DevOps & Business Systems

[charliechat.ai](#) - Interactive resume-aware chatbot

linkedin.com/in/charlesob

Transformational technology leader with 20+ years of experience leading global, cross-functional teams and shaping IT strategy across cybersecurity, infrastructure and cloud, including M&A integration. Known for simplifying complexity and aligning IT with business goals to deliver modernization and measurable outcomes at scale.

- Cut AWS costs 40% on \$200K+ monthly budget through FinOps strategies
- Reduced log review 75% and shortened audit prep by over 2 weeks while securing PCI DSS 4.0 certification
- Directed multi-site global teams and built a 40-person regional hub, scaling organizational capacity
- Streamlined revenue flow and operations by unifying ERP/CRM systems across multiple acquisitions

Professional Experience

Scale Computing – Tallahassee, FL

(formerly Acumera; acquired Reliant in 2022; Acumera acquired Scale Computing in July 2025 and rebranded as Scale Computing)

Director of Business Systems Transformation

March 2025 – July 2025

- Blueprinted enterprise-wide CRM, ERP, finance, ticketing and data transformation by auditing systems and interviewing stakeholders across IT, Finance and Operations, documented workflows to consolidate post-acquisition processes and streamline revenue flow from sales order intake through ERP
- Increased transparency and accountability by streamlining cross-department operations, replacing shared mailbox and siloed workflows with standardized processes, SLAs, automation and KPI tracking
- Directed a 35-initiative program to retire, modernize and migrate functions from a legacy all-in-one operations system that managed edge devices, inventory, access, DNS, security, ticketing and billing, delivering a roadmap for enterprise-wide consolidation and cloud adoption

VP of Security & Infrastructure / CISO

February 2022 – March 2025

- Directed post-merger IT integration for 3 acquisitions, consolidating 7 legacy AWS accounts into a governed AWS Organization and scaling to 19 segmented accounts with Control Tower, AWS SSO and Security Hub, establishing a secure foundation for growth
- Achieved 40% AWS cost savings on a \$200K+ monthly budget by applying FinOps and EC2 reservation strategies, freeing capital for platform expansion and security investments
- Secured PCI DSS 4.0 Level 1 certification across merged environments, upgrading from 3.2.1 and reinforcing client trust in a multi-acquisition setting, reducing payment risks and advancing compliance maturity
- Orchestrated infrastructure modernization using Infrastructure-as-Code and automation tools (Terraform, CloudFormation, Puppet, Elastic) to cut costs, increase efficiency and eliminate redundant services
- Consolidated critical platforms by directing the migration of MongoDB from an unsupported RAID-based community setup on EC2/EBS to Atlas DB, and merging Freshdesk into Jira to strengthen NOC operations and drive cross-team collaboration
- Set annual goals for GRC, sysadmin and infrastructure teams, expanding PCI services, driving post-acquisition system consolidation and enhancing infrastructure through AWS adoption and enterprise logging

Reliant – Tallahassee, FL

Director of Governance, Risk & Compliance / CISO

November 2018 – February 2022

- Built and led the Governance, Risk & Compliance organization, unifying IT, security and payments into a single function that standardized processes and increased accountability company-wide
- Expanded the risk management program with vulnerability scanning, red team exercises, phishing tests, and incident response services, mitigating vulnerabilities and ensuring faster detection and response to threats
- Reduced daily log review time 75% and shortened audit prep by 2+ weeks by automating 30 recurring compliance tasks, delivering consistent regulatory readiness and freeing analysts for higher-value work
- Established governance frameworks for vulnerability management, disaster recovery, change management, vendor risk, and access control, embedding security into daily operations and lowering organizational risk

Director of Engineering / CISO / Site Director

July 2016 – November 2018

- Directed engineering, security, payments and support teams, overseeing site-wide functions across account management and PMO. Delivered secure, scalable platforms that improved reliability and customer satisfaction by mentoring staff, driving agile adoption and advancing technologies to strengthen team capability
- Established a structured PCI DSS Level 1 program as newly appointed CISO, implementing documented policies, schedules and tracking systems to reduce risk and enable continuous compliance improvements

Principal & Senior DevOps Engineer / Site Director

September 2012 – July 2016

- Founded the Tallahassee branch office and scaled it to 40+ employees, completing \$200K+ renovations and a full expansion that reduced costs and established a long-term talent hub outside NYC
- Engineered Reliant's first high-availability edge virtualization platform, delivering reliable uptime for POS and payment systems and equipping the sales team to close enterprise deals
- Managed DevOps infrastructure for 40+ clients, executing PCI-compliant implementations, customer integrations and multi-tenant environments on time and within budget

Patients First Medical Centers – Tallahassee, FL

March 2007 – September 2012

Director of Information Technology

- Designed and implemented network architecture across 8 locations, enabling centralized authentication, disaster recovery and system management to improve reliability and reduce overhead
- Built an enterprise-grade data center providing redundancy and scalability, guaranteeing business continuity during outages and supporting growth
- Automated financial reporting by indexing practice management data into Splunk, consolidating CSV files across 7 centers into unified dashboards. Enabled the CFO to analyze doctor performance, billing codes and insurance data across centers, reducing labor hours and driving data-informed physician training and revenue optimization
- Modernized insurance billing by replacing paper templates and dot-matrix workflows with standardized EDI processes across 7 centers, accelerating claim feedback from weeks to next-day responses, reducing rejection rates and simplifying rebilling through centralized digital records

Computer Tutors USA – Tallahassee, FL

2004 – 2007

Network Technician

Delivered IT solutions and infrastructure support including Microsoft Server deployments and websites for small businesses, improving reliability and daily operations

US Navy – Newport News, VA

2001 – 2004

Nuclear Electronics Technician

Operated and maintained nuclear propulsion systems aboard USS Ronald Reagan, performing reactor startups, shutdowns, chemistry monitoring and radiation safety to uphold reliability and compliance with strict protocols under active security clearance

Education

Master of Science in IT - Information Assurance & Security Specialization

2012

Capella University - NSA and DHS designated National Center of Academic Excellence

Bachelor of Science in Nuclear Engineering Technology

2005

Thomas A. Edison University - Arnold Fletcher Award - exceptional achievement in independent learning

Certifications

- Certified Information Systems Security Professional (CISSP)
- Microsoft Certified Systems Engineer (MCSE)
- Certified Ethical Hacker (CEH)
- CompTIA Security+, Network+ and A+ Certified Professional
- Payment Card Industry Qualified Integrator and Reseller (PCI-DSS QIR)

Skills

Leadership, Strategy & Transformation

IT Strategy & Roadmaps • Cross-Functional Leadership • M&A Integration • Business & Digital Transformation • Infrastructure & Cloud Modernization • Change Management • Vendor Management • Budgeting & Cost Optimization • Building High-Performing Teams

Security & Compliance

CISO Leadership • PCI DSS • HIPAA • SOC 1 (Audit Prep) • ISO 27001 • CIS Controls • GRC & Risk Management • Patch & Vulnerability Management • IAM/MFA • Zero Trust • SIEM (Splunk, Elastic) • DLP/EDR • Threat Intelligence • Penetration Testing • DR/BC Planning • Incident Response & Testing • Security Awareness

Cloud, DevOps & Automation

AWS (EC2, S3, VPC, RDS, Control Tower, Security Hub, GuardDuty, Lambda, EKS, ECS) • Azure & GCP (exposure) • Kubernetes & Docker • IaC (Terraform, CloudFormation, Puppet, Ansible) • Git/GitLab • CI/CD Pipelines • Python • Bash • PowerShell • Monitoring & Logging (Elastic, Splunk) • API Integration & Automation • SQL/NoSQL

Infrastructure & Tools

Networking (WAN/LAN, SD-WAN, DNS/DHCP, BGP/OSPF, VPNs, TLS) • Firewalls/IDS/IPS (Fortinet, Palo Alto, Cisco, pfSense, Snort, IPTables) • Identity & Access Platforms (Active Directory, Entra ID, Okta, JumpCloud, OneLogin) • Virtualization (VMware, Hyper-V, KVM) • Windows/Linux Servers • Backup & DR • Monitoring (Nagios, Sensu) • Microsoft 365 • Jira • Confluence • ERP & CRM Systems (Business Central, Dynamics, HubSpot, Salesforce)