

MARK SHELL

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EXECUTIVE SUMMARY

With over 25 years of experience as a senior IT leader, I excel in driving innovative, secure, and scalable infrastructures that enhance business operations while safeguarding critical assets. My expertise in cybersecurity, risk management, regulatory compliance, and digital transformation ensures that organizations are competitive, secure, and resilient in the face of evolving technological challenges. I bring a forward-thinking approach to leadership, consistently delivering measurable results while building strong relationships with key stakeholders to align IT strategies with business goals.

PROFESSIONAL EXPERIENCE

Traditions Bank, York, PA
Chief Information Officer & CISO
08/2022 – Present

CIO and Information Security Officer of an \$840M community bank, providing strategic leadership in governance, risk, and compliance. Led cross-functional teams to develop and implement innovative banking services, drive strategic planning initiatives, ensure business continuity, and safeguard critical data assets through robust information security practices. Developed and executed the bank's short-term and long-term strategic vision for information services, driving digital transformation through the implementation of cutting-edge digital strategies. Integrated loan origination systems, mobile banking platforms, and cloud technologies to enhance customer experience, streamline operations, and position the bank as a leader in digital banking services. Established and chaired the cybersecurity governance committee, fostering cross-functional collaboration to mitigate risks and ensure data protection.

Key Achievements:

- o Led incident management and operations recovery teams during a ransomware attack, successfully restoring all servers and reimaging computers, and restoring all banking services, achieving full operational capacity within recovery time objectives.
- o Enhanced disaster recovery capabilities by implementing air-gapped immutable backups and optimizing operations recovery plans, reducing recovery time by 50%. Maintained a resilient, redundant, and secure enterprise architecture across cloud, on-premises, and data infrastructures, leveraging Azure and M-365 services to ensure compliance and business continuity.
- o Led the overhaul of the enterprise information security program, rewriting policies, procedures, and standards to strengthen cybersecurity governance. Managed governance structures, ensuring full regulatory compliance with GLBA, NIST, PCI-DSS, GDPR, FFIEC, and ISO 27001 standards.
- o Redesigned the cybersecurity infrastructure by implementing Palo Alto next-generation firewalls, Security Information and Event Management (SIEM), Arctic Wolf, and Microsoft Defender, significantly enhancing threat detection, prevention, response, and containment across the organization.
- o Implemented a comprehensive vulnerability management program leveraging Microsoft Defender and Nessus, incorporating baseline configurations and patch management to proactively identify and mitigate security risks across the enterprise.

FedChoice Federal Credit Union, Lanham, MD

SVP Information Services

10/2016 - 07/2022

As Senior Vice President of Information Services and Information Security Officer at a \$440M credit union serving over 25,000 members, I directed a team of 64 employees across multiple departments—including Information Services, e-Services, Marketing, Call Center, Retail Branch Operations, Business Development, and Records Management. I led the strategic direction and management of the credit union's IT operations, ensuring the seamless integration of technology to enhance member services. I oversaw cybersecurity initiatives, regulatory compliance, and system optimization to support business growth, while driving digital transformation and innovation across the organization. My leadership contributed to improved operational efficiency, strengthened data security, and elevated service delivery.

VP IT & Cybersecurity

09/2011 – 10/2016

Directed the operational management of all IT infrastructure, cybersecurity, and core banking technologies, along with digital marketing, digital engagement, and electronic banking services. Led the development and execution of the organization's technology strategy, focusing on innovation, cybersecurity, and operational efficiency. I managed enterprise-wide IT services, ensuring the security and scalability of systems while driving digital transformation initiatives. My leadership improved service delivery, enhanced compliance, and supported organizational growth.

Key Achievements:

- o Partnered with business units to transform a traditional credit union into a digital-first organization by leveraging cloud technologies, mobile banking, and loan origination systems to align security and innovation with business objectives. Led the deployment of AI-driven solutions, including a fraud detection platform that reduced fraud losses by over 20% and a conversational banking system processing 10,000+ transactions monthly, enhancing customer experience and operational efficiency.
- o Launched and led a comprehensive Information Security Program, achieving 100% success in regulatory compliance audits (GLBA, GDPR, NIST, PCI-DSS, ISO 27001). Implemented advanced cybersecurity infrastructure, including firewalls, intrusion detection/prevention systems, and a SIEM platform (Splunk), significantly enhancing threat detection and response capabilities.
- o Implemented next-generation mobile and internet banking platforms, along with advanced loan origination systems, leveraging AWS cloud services to enhance scalability, security, and user experience.
- o Spearheaded the creation of a Program Management Office (PMO), accelerating project implementation by 20% and enhancing the successful rollout of new technology-driven services.
- o Engineered a disaster recovery solution leveraging Microsoft Azure and air-gapped backups, resulting in a 25% reduction in recovery time while significantly enhancing data protection and business continuity.
- o Launched new cash back checking accounts, digital lending, and mobile technologies, along with digital marketing campaigns that increased loan growth by 10% year over year and membership growth by 5% year over year.

Department of Treasury IRS, New Carrollton, MD

Technology Director GS15

10/2008 - 09/2011

As Director of Technology at the IRS, I led cybersecurity compliance efforts, ensuring adherence to FISMA and FEDRAMP standards for both internal systems and contracted services. I developed and implemented policies aligned with federal legislation to safeguard critical tax systems. My efforts enhanced governance, risk management, and compliance initiatives, significantly improving overall data protection.

Key Achievements:

- o Spearheaded the modernization of critical tax processing systems, focusing on enhancing cybersecurity and securing sensitive taxpayer data. Oversaw multimillion-dollar budgets and large-scale projects exceeding \$10M annually,

achieving a 10% reduction in delivery and service integration costs through effective direction of Integrated Project Teams.

- o Delivered real-time tax system performance reports to oversight committees, driving improved governance and operational transparency. Led a data analytics team that streamlined tax collection system performance reporting to Senate oversight committees, reducing modernization time by 5% and minimizing service interruptions by 15% through enhanced process improvements.

Freedom Federal Credit Union, Bel Air, MD

Chief Information Officer

02/2007 - 10/2008

I led and developed high-performance IT teams in a \$300M credit union serving over 20,000 members. As the Board appointed **Information Security Officer**, I established comprehensive information security programs, collaborated with cross-functional teams to design innovative financial products, and drove organizational growth and customer satisfaction. Provided vision and leadership for enterprise-wide business technology cybersecurity initiatives. Led enterprise application development and deployment of distributed technology services.

Key Achievements:

- o Designed and implemented backup and recovery systems, meeting business recovery time objectives.
- o Collaborated with cross-functional teams to design and implement innovative reward checking and savings products, contributing to a 5% membership growth rate.
- o Established and maintained an information security program, including policies, standards, and procedures in accordance with GLBA, GDPR, COBIT, NIST, PCI-DSS, FFIEC, and ISO 27001.

EDUCATION

University of Maryland Global Campus, Adelphi, MD

Master of Science (M.S.), Finance 2009-2011

University of Maryland Baltimore County, Baltimore, MD

Master of Science (M.S.), Information Systems 2003-2005

University of Phoenix, Grand Rapids, MI

Master of Business Administration (MBA), Business 2000-2002

University of Southern Indiana, Evansville, IN

Bachelor of Science (B.S.), Business Administration 1991-1997

CERTIFICATES and TRAINING

- o Certified Information Security Manager (CISM)
- o Certified SCRUM Master
- o Certified SCRUM Product Owner
- o Certified SCRUM Fundamentals
- o ITIL Foundation Certification

Wharton University of Pennsylvania

- o Fintech Foundations & Applications of Financial Technology
- o Application of AI, InsurTech, and Real Estate Technology

Copenhagen Business School

- o Digital Competition in Financial Services
- o Strategic Management and Innovation
- o Innovation Strategy: Developing Your Fintech Strategy
- o FinTech and the Transformation in Financial Services

Ludwig Maximilian University of Munich

- o Advanced Competitive Strategy

University of London

- o Managing the Company of the Future

KEY SKILLS and COMPETENCIES

- o **Strategic Leadership:** Highly skilled in aligning business goals with IT strategies to drive innovation and competitive advantage. Experienced in long-term strategic planning, identifying market trends, and developing frameworks that enable sustainable growth and digital transformation. Proven ability to think critically and anticipate challenges while developing effective strategies for business success.
- o **Cybersecurity Frameworks & Standards Expertise:** Extensive experience in governance, risk management, and compliance (GRC), ensuring organizations are protected against evolving cyber threats. Skilled in cybersecurity strategy, incident response, and regulatory compliance, including SOC 2, NIST, ISO 27001, OWASP, FISMA, and FEDRAMP frameworks. Proven ability to secure data, protect business assets, and maintain operational continuity.
- o **Business Partnership & Collaboration:** Proven ability to build and maintain strong business relationships across departments and with external partners. Skilled in fostering collaboration, aligning business and IT objectives, and driving partnerships that result in mutually beneficial outcomes.
- o **Communication & Reporting:** Exceptional communicator with experience in delivering presentations to C-suite executives, board members, and government officials. Proficient in simplifying complex technical concepts and presenting them in a clear, concise manner to stakeholders at all levels.
- o **Project Management & Execution:** Certified SCRUM methodologies with a proven ability to lead complex projects to completion on time and within budget. Skilled in coordinating cross-departmental teams and using project management tools. Adept at managing project lifecycles, risk mitigation, and delivering value-driven outcomes.
- o **Talent Management & Development:** Proven leader with over 25 years of experience in developing high-performing, cross-functional teams. Skilled in talent acquisition, mentoring, and performance management to drive business outcomes. Committed to fostering an inclusive and growth-oriented culture, with a focus on leadership development, succession planning, and continuous learning.

TECHNOLOGIES

- o **Core Banking Systems:** Jack Henry Symitar, FiServ DNA, and FIS Horizons.
- o **Cloud Platforms:** AWS, Microsoft Azure, and Google Cloud Platform.
- o **Cybersecurity Tools:** Splunk, Palo Alto, Defender, Microsoft Sentinel, Sentinel One, Tenable, and Carbon Black.
- o **Compliance and Risk Management:** ServiceNow GRC, NIST, COBIT, ISO 27001, GDPR, FISMA, and FEDRAMP.
- o **Database Management:** SQL Server, Oracle, MySQL, and MongoDB.
- o **Virtualization & Containerization:** VMware and Hyper-V.
- o **Network Security:** Cisco ASA, Cisco ISE, Fortinet, Palo Alto, and Arctic Wolf.
- o **Identity & Access Management:** Microsoft Active Directory, and Okta.
- o **Multi-Factor Authentication:** Duo, Microsoft Authenticator, and Google Authenticator.
- o **Enterprise Resource Planning (ERP):** SAP, Oracle ERP, PeopleSoft, and Microsoft Dynamics.
- o **Project Management:** Microsoft Project, Project Plan Room, and Proof Hub.
- o **Data Analytics & Reporting:** Marquis, Power BI, Tableau, SAS, and 360 View.
- o **Collaboration Tools:** Microsoft Office 365, Teams, SharePoint, Zoom, and WebEx.
- o **Operating Systems:** Windows Server, Windows 10/11, Linux, Unix, and macOS.
- o **Backup & Recovery Solutions:** Veeam, Commvault, and Veritas.
- o **Application Development:** .NET, C#, JavaScript, Symitar PowerOn, Factory Link, and Cimplicity.

VOLUNTEER

Re-Source York (Non-profit), 2/2024-Present

- o Board of Directors and Chair of Technology Committee.

Tangerine Foundation (Non-profit), 1/2018-6/2022

- o Board of Directors, Founding Member, Chairman, and Treasurer.