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Kevin McCall

Technology Operations Leader

I am a hands-on leader with extensive experience delivering and operating technology solutions to support complex business operations. Combined with my strong practical understanding of regulatory requirements and best practices, I use this experience and knowledge to guide the development of robust technology solutions.

Expertise

IT Operations

Infrastructure

Application and system monitoring

G Suite

Analytics and Business Intelligence

Systems Design

System Administration

Data Migration

#!/bin/bash

Significant Achievements

→ I led the initial **incident mitigation**, all remediation activities, and the subsequent investigation and compliance activities in response to one of the highest profile security breaches in history.

→ I designed and led the implementation of a payment processing environment, taking the project from inception to passing a **PCI Level 1** audit in 9 months.

→ I led the implementation of **NIST Cybersecurity** and **Privacy by Design** frameworks, achieving audited compliance for both.

→ I planned and executed numerous complex **data centre migrations** while maintaining minimal downtime and mitigating business impact.

→ I designed and led a **DDoS mitigation** implementation across two data centres, completing the entire effort within 48 hours and with minimal downtime.

→ I developed a pay-per-use public Wifi hotspot proof-of-concept application on a Raspberry Pi using Node.js, iptables, and QUID.

→ I have completed 20 marathons and finished 335th in the 2006 Philadelphia Marathon with a personal best time of 3:08.

Education

University of Waterloo
Honours Bachelor of Mathematics
1995

University of Western Ontario
Bachelor of Education
1995

Certifications

ITIL v2 Service Manager

Experience

QUID
Co-founder & COO
Feb. 2018 - Present

I am responsible for all aspects of day-to-day operations of QUID including legal and regulatory matters, human resources activities, payroll, finance and accounting, security and privacy, customer service and leading the engineering team members in supporting these areas.

Consultant
Sep. 2017 - Present

I supported the PCI Level 1 audit activities for a multi-national online media company. I designed and built a website for a local boutique sports training company, allowing them to start accepting online bookings and payments.

Ruby Life
SVP, Technology Operations
May 2010 – Aug. 2017

I led a team of engineers responsible for provisioning and management of all production, engineering, and corporate systems, supporting rapid company growth. I represented the technology team at the executive level, ensuring alignment with company objectives. I led numerous company-wide initiatives in response to the Ashley Madison security breach.

Virgin Mobile Canada
Sr. Manager, IT Services
Dec. 2006 – May 2010

I managed all aspects of the 24x7 IT service desk, the problem analysis team, and the development and implementation of service monitoring and management tools.

Consultant
Jul. 2005 – Nov. 2006

My clients included a national mobile network operator and a national retail organization.

Accenture
Manager
Sep. 2004 – Jul. 2005

I led environment management, data migration, and delivery teams as part of an automated service fulfillment project for a national telecommunications service provider.

TierOne OSS
Senior Architect
Sep. 2000 – Sep. 2004

I led projects of various sizes and durations delivering product implementation, data migration, and custom application design and development.

Clearnet Communications
Manager, Network OSS
Jun. 1996 – Aug. 2000

I established and led a team of administrators responsible for implementing and managing the business-critical national NOC systems and UNIX-based systems in the mobile networks.

Metropolitan Preparatory Academy
Computer Science Teacher
Sep. 1995 – Jun. 1996

I prepared and delivered grade 7 through 12 computer science classes and administered school computer lab and network.