

Kevin McCall, B.Math, B.Ed

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A technology leader with extensive experience delivering and operating web and mobile applications with a strong practical understanding of security, privacy and regulatory issues.

Areas of expertise

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| Security, Privacy, and Regulatory | <ul style="list-style-type: none">• Design and implementation of security solutions and processes that meet the NIST Cybersecurity Framework requirements• Design and implementation of application and process changes to meet Ryerson University's Privacy by Design certification requirements• Supporting legal teams and regulatory agencies including the FTC, Canada's OPC, and Australia's OAIC• Achieving and maintaining PCI DSS Level 1 compliance• Developing and maintaining effective email marketing program within CASL and CAN-SPAM regulations |
| Technology Management | <ul style="list-style-type: none">• Extensive experience implementing and managing change management, incident management, and problem management processes and teams• Extensive vendor and contract management experience |
| Application Development | <ul style="list-style-type: none">• Implementation and execution of Agile, Kanban and Waterfall development methodologies• SDLC process development, tooling, and management |
| Corporate Systems | <ul style="list-style-type: none">• Selection, implementation, and management of cloud-based SaaS solutions for email and collaboration, office and call centre communications, and software development• Implementation and management of corporate systems to support multiple office locations |
| Hosting | <ul style="list-style-type: none">• Experience with all aspects of implementing, managing, consolidating, and scaling collocated and public cloud hosted environments |

Work Experience

SVP, Technology Operations

Ruby Life Inc. • Toronto, Ontario • May 2010 - August 2017

As the SVP of Technology Operations, I was responsible for all aspects of the technology systems and services that supported online services and corporate operations.

Responsibilities included:

- Representing the technology team as a member of the ruby Senior Leadership Team
- Aligning technology initiatives and resources with business priorities and objectives
- Representing ruby's technology team for all legal, regulatory, and certification activities
- Defining the long-term technology strategy based on business needs, existing limitations, and current industry best practices and technologies
- Consulting with ruby's business leaders on new and in-progress initiatives
- Vendor selection, contract review and negotiations

- Financial management of technology assets and services including the procurement and implementation of systems and services

Significant achievements:

- Lead critical aspects of ruby's response to the 2015 security incident including initial incident response and all remediation activities
- Implemented numerous system and network security solutions and processes to meet the requirements of the NIST Cybersecurity Framework
- Successfully supported legal counsel through several post-breach proceedings with regulatory agencies including the Federal Trade Commission, Office of the Privacy Commissioner of Canada, and the Office of the Australian Information Commissioner
- Lead the development of the Microservices architecture and proof-of-concept project to meet the business needs for agility and speed to market
- Lead the design and implementation of the Ashley Madison PCI zone, achieving a successful audit status within nine months of project inception
- Reduced operating costs and enabled revenue growth through the consolidation of multiple hosting environments into two highly-scalable, colocation environments
- Implementation and scaling of data centre environments and web applications to support business growth

Senior Manager, IT Services

Virgin Mobile Canada • Toronto, Ontario • December 2006 - May 2010

As the Senior Manager, IT Services at Virgin, I was responsible for all aspects of the 24x7 IT service desk, the problem analysis team and the development and implementation of service management tools.

Major responsibilities included:

- Managed the Service Desk, Problem Management, and Network Management teams including ITIL-based process design and implementation, staffing, annual budget and performance objectives
- Managed operational relationships with third-party service providers including

Significant achievements include:

- Established and lead task force to provide improved service levels to Finance team through filing periods resulting in the Finance team's ability to consistently close within two days of period end
- Lead the design and development of a KPI reporting system for collecting, processing, and reporting system and transaction data used in real-time monitoring and Service Level Reporting
- Lead the development and implementation of ITIL-based IT support processes and procedures including the implementation of a 24x7 Service Desk team
- Lead the support team and "war room" for launch of Wireless Number Portability, a regulator-mandated process which resulted in a significant number of customers moving to Virgin

Enterprise Architecture Consultant

Canadian Tire Corporation • Toronto, Ontario • January 2006 - November 2006

- Lead the technical assessment of the current state of, and requirements for, portal usage across the enterprise

Consultant

TELUS Mobility • Scarborough, Ontario • July 2005 - December 2005

- Successfully lead the specification, development, and testing of the integration of High-Speed Wireless data network infrastructure into the existing network management applications

Manager

Accenture, Inc. • Mississauga, Ontario and Burnaby, British Columbia • September 2004 - July 2005

- Lead environment management, data migration, and delivery teams as part of an automated service fulfillment project for a national telecommunications service provider.
- Defined and documented requirements, designed, and lead the development and execution of a system for migrating data from multiple, diverse systems into a single Network Inventory solution.
- Developed processes and defined metrics for providing data migration success statistics, providing weekly updates to project management team.

Senior OSS Architect

TierOne OSS Technologies, Inc. • Mississauga, Ontario • September 2000 - September 2004

- Planned and lead many projects of various sizes and durations including product implementation, data migration, and custom application design and development

Manager, Network OSS

Cleartnet Communications • Markham, Ontario • June 1996 - August 2000

- Hired and managed a team of systems' specialists that supported the business-critical national Network Operations Centre users on a 7x24 basis
- Responsible for evaluation, selection, implementation, configuration, development, and support of all network support applications used to manage the Mike (iDEN) and PCS (CDMA) networks and network support UNIX systems including HP and Sun workstations and servers

Computer Science Teacher

Metropolitan Preparatory Academy • Toronto, Ontario • September 1995 - June 1996

- Prepared and delivered grade 7 through OAC computer science classes and administered school computer network.

Education

2008 - **ITIL Manager: Mastering IT Service Management**

University of Toronto, Professional Development Centre

1995 - **Honours Bachelor of Mathematics**

University of Waterloo, Waterloo, Ontario

1995 - **Honours Bachelor of Education**, Dean's Honour List

University of Western Ontario, London, Ontario