



Jonathan F. Arena

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Technology Executive (CIO/COO/CISO)

Summary

I am a recognized & respected executive with over 20 years in leadership and have deep expertise in technology management, cyber security, vendor management, product development, business operations, and customer experience. I have worked directly with clients from Fortune 100 to the smallest SMB and everyone in-between.

Competencies

Strategic Planning & Execution	Cyber Security Planning & Response	Sales Enablement
Vision & Strategic Goal Setting	Bus. Continuity / Disaster Recovery	Project Management
Budget Planning and Management	Resilience Management	Product Management
Cost Optimization & Management	Vendor Selection & Management	Change Management
Risk & Compliance Management	Talent & Staff Management	Knowledge Management
Product Development	Incident & Problem Management	Problem Solving
Leadership Mentoring & Coaching	Operations Management	Continuous Improvement
Due Diligence / M&A Integration	Customer Satisfaction (NPS)	Process Improvement
Service Delivery & Fulfillment	IT Systems & Network Management	Hybrid & Public Cloud

Professional Experience

White Clay Technology – Wilmington, Delaware

President & Founder (2020-Present)

Fractional CIO services, Technology Strategy Advisers, Cyber Due Diligence, Vendor Selection/Management services for professional firms ranging up to \$50M.



RealTechPros – Wilmington, Delaware

President & Founder (2020-Present)

Managed Service Provider offering Cyber Security Essentials, Disaster Recovery, and Remote Technical Support service targeted for small businesses ranging from 1 to 10 workstations.



Cyber Security Essentials for Small Businesses – ISBN: 979-8744859787

Published Author (2020-Present)

A quick read & no-nonsense book for small business owners highlighting several low/no-cost options on how to protect their business from cyber security threats.



Wilmington University – New Castle, Delaware

Adjunct Professor, College of Technology (2020-Present, 2013)

Teach courses for the Computer, Network, & Security major including “Ethics of IT Professionals”, “Data Integrity and Disaster Recovery”, “Principles and Practice of Information Security”, and others.



Hosting.com (n/k/a Ntirety) – Newark, Delaware & Denver, Colorado

Senior Vice President of Operations (2015-2020)

Global Customer Experience, Solution Delivery, Information Security, & Technology Mgt.

Lead operational functions for a 300-member, globally distributed team with a \$25M personnel budget. Accountable for overall customer satisfaction and the resilience of all customer environments.



Vice President / Director of Technical Operations (2011-2015)

Led a 60-member team focused on the availability, capacity, & security of all corporate and customer assets including single and multi-tenant servers, public & private clouds, enterprise data recovery tools, and network & security infrastructure.

Systems, Datacenter & Security Manager (2008-2011)

Led team of systems administrators and datacenter operators focused on provisioning, management, and maintenance of an assortment of enterprise & multi-tenant platforms, applications, and systems.

HostMySite – Newark, Delaware



Customer & Technical Support Manager (2005-2008)

Led & developed L1, L2 & L3 technicians in providing excellent service to our SMB web hosting & domain name customers.

- Systems Administrator HostMySite 2004-2005
- Technical Support Specialist & Onsite Technician Consult Dynamics / DCANet 2000-2004
- Sm. Business Technology Consultant & Trainer Self 2000-2010

Education & Credentials



Wilmington University
Bachelor of Science (2003)
Information Resource Mgt.



Wilmington University
Associate of Science (2001)
Media, Design, & Technology



Bell Leadership Institute
Leadership Mastery (2011-2013)
Leadership Development Courses



University of Delaware
Professional Studies (2007)
Mgt. Development Certificate



ISC² CISSP
Certified Information Systems
Security Professional (2018)
(Current)



ITILv3 Foundation
Information Technology
Infrastructure Library (2011)
(Current)



CSM
Certified Scrum Master
(2018)
(Current)



ICP
ICAgile Certified
Professional (2018)
(Current)

- AWS Business Professional Accreditation (2017)
- AWS Security Fundamentals Accreditation (2017)

Board Memberships



Wilmington University

Course Advisory Board
Member
(Current)



Ithaca College

Cyber Security Program
Advisory Board Member
(Current)



Technology Forum of Delaware

Board Member
(Current)



University of Delaware

Cyber Security Initiative
Board Member
(Former)



Rutgers University

Cyber Security Program
Advisory Board Member
(Former)

Awards & Recognition



Achiever & Innovator 40 under 40 Award (2016)

After a nomination and vote by regional businesspeople & community leaders, recipients are identified and recognized as the region's best and brightest young professionals, who are making a difference with their intelligence, business acumen and community initiative.



HOSTING

Top Performer Award (2015 & 2014)

Recognition awarded to the top 10% of performers in the company based upon overall job performance and demonstrated emulation of company values.
(Beginning in 2016, I administered this program for the company and became ineligible.)

Recommendations

View my Recommendations on



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