

# Aaron Balchunas

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New Hudson, MI

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[www.routeralley.com](http://www.routeralley.com)

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## Summary

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People leader and architect with 20+ years of experience in Infrastructure and Information Security.

- Thrives in challenging environments, while retaining a sense of humor
- Communicates effectively with both technical and business audiences, often serving as liaison
- Experienced at building strong, collaborative teams across a diverse collection of skillsets
- Enthusiastic mentor with an extensive teaching background

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## Professional Experience

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### Credit Acceptance

#### Vice President of Information Security and IT Operations

July 2017 - Present

Oversees 70+ talented individuals across a wide spectrum of disciplines, including Info Security, Identity Management, Middleware, Database, DevOps, and Enterprise Help Desk.

#### *Information Security:*

- Serves as designated Chief Information Security Officer, protecting 2000+ employees, 1 million+ active customers, and an \$8 billion+ enterprise
- Oversees ISO 27002 security program, encompassing compliance, application and infrastructure security, identity management, security awareness, loss prevention, and incident response
- Ensures compliance with SOX, GLBA, NYDFS Cybersecurity, and other state and federal regulations
- Drives continuous improvement using independent security assessments
- Leads Security Compliance Committee comprised of executive leadership
- Embraces a practical, risk-based methodology

#### *IT Operations:*

- Oversees database and middleware teams supporting diverse technology stacks - including Oracle, Apache, and Microsoft – across multiple datacenters and cloud providers
- Embraces DevOps to drive automation and force multiply application and support teams
- Oversees the enterprise Help Desk with a strong focus on customer service
- Supports the business continuity program and disaster recovery processes
- Serves on the Enterprise Architecture board

#### *Other accomplishments:*

- Spearheading efforts to move customer portal and mobile app logins to Azure B2C
- Consolidated customer data and PII into secured hub to reduce risk and improve governance
- Led project to replace and modernize the customer payment processor
- Previously managed Infrastructure teams, driving numerous cloud and datacenter initiatives
- Led IT department's Great Place to Work committee

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## Professional Experience (continued)

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*Previous titles at Credit Acceptance:*

**Director of Information Security**

January 2015 – July 2017

**Manager of Information Security and Networking**

November 2012 – December 2014

**Senior Network Architect / Network Supervisor**

May 2010 – November 2012

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**Simpli-Tech, Inc.**

**Co-founder and Senior Consultant**

2006 - 2010

Formed corporation with business partner to serve the technology needs of Metro Detroit businesses.

Accomplishments:

- Consulted for a UAW-GM project, integrating the firewall, VPN, and data center systems of the newly-formed VEBA organization into the GM network
- Migrated and supported datacenter and network systems for a large pharmaceutical corporation

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**Baker College**

**Adjunct Faculty – Networking & Security**

2002 - 2010

Accomplishments:

- Developed Cisco CCNA/CCNP curriculum for Baker College system
- Served on committee to create an Information Security Bachelor degree program
- Instructed part-time, enthusiastically helping students achieve their career and certification goals

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**Smooth Change Inc.**

**Senior Network Consultant**

2004 - 2006

**Grosse Pointe Public Library**

**Network Specialist**

1999 – 2004

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## Education

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**Baker College**

- Bachelor of Open Systems, 2004
- Graduated *Summa Cum Laude*

**Certifications**

- Cisco Certified Networking Professional (CCNP)
- Microsoft Certified Systems Engineer (MCSE)
- Checkpoint Certified Security Expert (CCSE)