

# Dave Bour

118 West 27th Street, NY, NY 10001  
hello@dave-bour.com | (617) 230-8748  
[www.dave-bour.com](http://www.dave-bour.com) | [LinkedIn](#)

## Professional Experience

### **Director, IT/IS, [Medly Health](#)** | November 2019 - July 2021

I developed and led all IT and security initiatives for Medly Health, Inc. Since joining, I expanded the national footprint from 4 to 15 sites and headcount from 350 to 800.

- Introduction of Enterprise Security Controls (DLP, SAML SSO) following NIST 800.53 model,
- Creation of 12x7 staffed Helpdesk with Jira/Freshservice,
- Structured, hired, and manage 22 IT staff across various IT disciplines,
- Deployed Enterprise Mobility Management with Single Sign-On using Azure and Okta,
- Creation of Hybrid AzureAD + Windows domain architecture housed in AWS + On-Prem,
- Device Management with JAMF, InTune, and Meraki Systems Manager.
- Introduced organization-wide onboarding/offboarding practices, policies, and procedures,
- Formation of a Security Team, Risk/Remediation Scorecard, and Ext. Vulnerability Assessment,
- Perform annual PCI compliance self assessment,
- Executed COVID19 remote work strategy enabling over 250 staff to work from home,
- Spearheaded Organizational Voice platform cutover to Genesys PureCloud,
- Represent IT and Security in Investor and Audit/HIPAA/PCI DSS compliance events.

Under IT, I centralized the deployment and management of:

- Pharmaceutical operations software (PrimeRX/Delivery/POS),
- Ringcentral Voice and InContact Call Center software,
- 50+ SaaS services inc. gSuite, Slack, and Salesforce.

I oversee all new pharmacy, retail, and office space construction including the Procurement, Configuration, Installation, and Documentation of all:

- IT Vendors, Alarms, Access Control, and Security Camera systems,
- LAN/WAN Meraki Networks, WiFi, Server, and NAS systems,
- Meshed Site-to-Site VPN and Client VPN deployments.

### **Manager of IT Operations, [Cityblock Health](#)** | August 2018 - August 2019

As the first IT staff member at this explosive growth startup and working in accordance with healthcare regulatory requirements, I:

- Streamlined all IT onboarding practices to scale the organization threefold (50 to 150),
- Acted as the sole point of contact for all IT requests while hiring three IT staff,
- Initiated and managed strategic relationships for organizational services including gSuite, Slack, OneLogin (SSO), Meraki Systems Manager (MDM), A/V (Zoom), and an IT Helpdesk (Spoke),
- Managed IT and Security build out of all facilities in new markets,
- Played key technical role in cross-functional deployment of national voice services solution.

### **IT Security Manager, [Clarifai](#)** | June 2017 - August 2018

As an individual contributor turned manager responsible for organizational technology and information security at this AI company, I was responsible for:

- Implementation and management of all cloud service platforms, IAM, and SSO,
- Project management of:
  - GDPR compliance initiative with hands-on technical component implementation,
  - IT components of new office construction with A/V, and security component,
  - Third party audit and penetration testing and compliance auditing.
- Identifying, procuring, implementing, and documenting organization-wide:
  - Single sign-on (Okta), Helpdesk (Jira), and email secure send solutions (SendSecure),
  - Document sharing platforms (gSuite + Box) and Asset Management and Mobile Device Management systems.
- Defining and enacting an organizational security roadmap, vendor security assessments, security training, and security policy handbook creation,
- 24x7 continuous operation of office networking and machine-learning server environment.

#### **IT Manager/DevOps, Signac | July 2016 - June 2017**

Prior to Signac's closure, I developed all internal technical infrastructures to achieve industry compliance and scalability initiatives. I successfully:

- Supported all staff for all technology needs,
- Designed and managed technical office infrastructures and IT services,
- Implemented Single Sign-On through OneLogin and re-designed development workspaces in Amazon Web Services including Route53, EC2, VPC, Workspaces, and KMS,
- Served as sole technical resource to open a new London office,
- Responsible for design and development of AWS hosted, multi-point global VPN infrastructure using open source, OpenSwan,
- Implemented device inventory, management, encryption, and recovery while securing e-mail through SPF/DKIM/DMARC deployment and client-side encryption service.

#### **IT Lead, [ClassPass](#) | March 2015 - June 2016**

Leading IT development efforts, I built all organizational technology, AV, and security systems while the company transitioned into a high-growth startup. I was responsible for:

- Hiring and managing IT support personnel while building all internal technical infrastructure,
- Performing end-to-end implementation of new office technical infrastructures and serving as the sole technical resource for the organization,
- Executing the technical considerations surrounding competitor acquisitions,
- Introducing security best practices, video conferencing across all offices using Google Meet, and an event A/V system within office headquarters,
- All technical implementation of a new office construction project.

#### **Manager of IT Operations, [Mashable](#) | September 2013 - March 2015**

I structured an Internal Technology department during a period of rapid growth; 70 to 210 staff plus openings of global and domestic offices. I was responsible for:

- Managing all vendor relationships and services, including gSuite, Box, Slack,
- Hiring and managing IT Support and IT Services Associates,
- Performing end-to-end implementation of headquarters server and network infrastructure,

**IT Engineer**, Network & Services, Boston Public Library HQ | July 2012 - August 2013

**IT Administrator**, FSG | May 2010 - July 2012

**Senior Desktop Engineer**, William J. Clinton Foundation | May 2008 - May 2010

**Specialist**, United States Army Reserves | April 2002 - December 2005

## Education, Certifications, and Media

Illinois State University, Bachelor of Science, Industrial Computer Science, May 2008

Cisco Certified Network Associate (2008)

Comptia A+ (2008)

Comptia Network+ (2008)

Comptia Security+ (Renewed 2021)

Certified Associate Project Manager, PMI (2018)

ITIL v4 Foundations (2019)

Toggle Magazine, [Summer 2020 Issue](#)

BizTech Magazine, [June 2021 Issue](#)

## Community

Meal Preparation Volunteer, BRC, Twice Weekly

Coalition for the Homeless, Grand Central Food Program Driver

Maintainer of DCInbox at [www.data.dcinbox.com](http://www.data.dcinbox.com)

Certified Group Fitness, Yoga, and Indoor Cycling Instructor

CPR/AED Certified