



Aaron Balchunas

| Teacher | Writer | Leader | Security and Technology Executive |

SUMMARY

People leader and engineer with 20+ years of experience in Info Security and Technology:

- Thrives in challenging environments, while retaining a sense of humor
- Effective communicator with both technical & business audiences
- Proficient builder of strong, collaborative teams across diverse skillsets
- Passionate mentor with an extensive teaching background

EXPERIENCE

Credit Acceptance

Vice President, Information Security & Engineering Operations Jul 2017 – Aug 2023

Led 80+ talented professionals and leaders across numerous disciplines, including Info Security, Identity Management, Middleware, Database, DevOps, and Enterprise Help Desk.

Information Security:

- Designated as **Chief Information Security Officer**
- Protected 2000+ employees, 1 million+ active customers, and an \$8 billion+ enterprise
- Managed ISO 27002 security program, encompassing:
 - Compliance
 - App security
 - Security awareness
 - Risk management
 - Infrastructure security
 - Loss prevention
 - Vendor assessment
 - Identity management
 - Incident response
- Grew security and identity teams from 4 to 18 awesome engineers and leaders
- Ensured compliance with SOX, GLBA, NYDFS, and other industry regulations
- Drove culture of continuous improvement, expanding the frequency and scope of pen testing, social engineering exercises, and program assessments
- Chaired Security Compliance Committee comprised of executive leadership

Engineering Operations:

- Led teams supporting diverse technology stacks - Oracle, Apache, and Microsoft – across multiple datacenters and cloud providers
- Embraced DevOps to drive automation and accelerate software engineering teams
- Led the enterprise Help Desk with a strong focus on customer service
- Supported business continuity and disaster recovery programs
- Served on the Enterprise Architecture board

Other Accomplishments:

- Drove initiative to move customer portal and mobile app authentication to Azure B2C
- Consolidated customer PII into secure hub to reduce risk and improve governance
- Led project to replace and modernize the customer payment processor
- Led enterprise-wide adoption of ServiceNow for requests and incidents
- Led IT department's Great Place to Work committee for multiple years

Previous titles at Credit Acceptance:

Director of Information Security	Jan 2015 – Jul 2017
Manager of Information Security and Networking	Nov 2012 – Dec 2014
Senior Network Architect / Network Supervisor	May 2010 – Nov 2012

CONTACT

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New Hudson, Michigan

WEBSITE

www.lucidresource.com

formerly routeralley.com

GUIDING PRINCIPLES

- Always be willing to laugh at yourself
- Treat everyone with kindness and respect
- Always do the right thing, even when it's hard
- If you fall short, own it and make amends

EDUCATION

Bachelor of Open Systems, 2004

Baker College

Summa Cum Laude

PAST CERTIFICATIONS

- Cisco Certified Network Professional
- Microsoft Certified Systems Engineer
- Checkpoint Certified Security Expert

THINGS I ENJOY (BUT OFTEN FAIL AT)

- Soccer and football (with my son)
- Obstacle races, like Tough Mudder
- Skill games, like chess and poker
- Writing about complex things



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EXPERIENCE (continued)

Simpli-Tech, Inc.

Co-founder and Senior Consultant

2006 - 2010

Served networking, security, and server technology needs for businesses across Metro Detroit. Engaged customers across diverse industries, including automotive, logistics, law firms, golf courses, library systems, and more.

Accomplishments:

- Consulted for UAW-GM, integrating the firewall, VPN, and datacenter systems of the newly-formed VEBA organization into the GM network
- Migrated datacenter and network systems for a large pharmaceutical corporation
- Implemented and supported firewall and VPN architecture for Emagine Theaters

Baker College

Adjunct Faculty – Networking & Security

2002 – 2010

Part-time instructor of Cisco networking and security courses. Enthusiastically helped students achieve their career and certification goals.

Accomplishments:

- Developed Cisco CCNA/CCNP curriculum for Baker College system
- Served on committee to create an Information Security Bachelor degree program
- Created series of networking and certification study guides that eventually spawned routeralley.com

Smooth Change, Inc.

Senior Network Consultant

2004 – 2006

Grosse Pointe Public Library

Network Specialist

1999 – 2004

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