

Linus Charles

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Professional Summary

With over twenty-five (25) years of experience in Information Technology and the past three (3) years dedicated specifically to Cybersecurity in the banking sector, I am a Certified Information Security Analyst with a strong background in network security, vulnerability assessment, and risk management. My hands-on expertise includes configuring firewalls, performing penetration testing, and developing robust disaster recovery strategies to safeguard critical assets against cyber threats.

I hold several advanced certifications CC (Certified in Cybersecurity), CompTIA CASP, CySA+, CEH, and MCSE which underscore both my technical capabilities and my commitment to continuous growth in the cybersecurity domain.

Throughout my career, I have led teams in implementing security best practices, built comprehensive cybersecurity frameworks, and ensured alignment with industry standards and regulatory requirements. I am now eager to apply my experience and certifications to support a progressive organization in strengthening its cybersecurity posture, mitigating emerging threats, and building resilience across its digital infrastructure.

Technical Skills

- **Security Tools:** Firewalls, Anti-Virus Software, SIEM, IDS/IPS
 - **Certifications:** CC-Cybersecurity, CompTIA CASP, CySA+, Security+, Network+, A+, CEH, MCSE, MCSA
 - **Networking:** TCP/IP, VPNs, VLANs, Routing & Switching
 - **Vulnerability Assessment:** Penetration Testing, Risk Analysis, Threat Hunting
 - **Operating Systems:** Windows Server, Linux, macOS
 - **Other Skills:** Disaster Recovery, Security Policy Development, Computer Forensics, IT Training
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Professional Experience

Acting Chief Technology Officer (CTO)

1st National Bank Saint Lucia Ltd | October 2024 – Present

- Developed and executed the bank's technology strategy, increasing operational efficiency by 35% while aligning IT infrastructure with business goals.
- Led a successful digital transformation initiative, reducing costs by 20% through the implementation of cloud solutions and modernization of legacy systems.
- Directed a team of engineers and IT specialists, ensuring high performance and innovation while meeting SLAs and deadlines.
- Spearheaded the integration of advanced technologies such as AI, blockchain, and machine learning to improve data analytics, fraud detection, and customer experience.
- Managed cybersecurity initiatives, ensuring the protection of critical systems and compliance with financial regulations.
- Oversaw the implementation of scalable infrastructure, reducing downtime by 15% and improving system availability.
- Led the development and management of the bank's IT budget, prioritizing investments in technology to drive growth, profitability, and security.
- Collaborated with senior leadership to formulate technology policies, ensuring alignment with corporate strategy, compliance, and best practices.
- Managed vendor relationships, negotiated contracts, and ensured third-party services met security, performance, and cost standards.
- Drove business continuity planning, implementing disaster recovery strategies to ensure minimal disruption to critical services.

Information Security Manager (ISM)

1st National Bank Saint Lucia Ltd | November 2023 – October 2024

- Led the design and execution of the bank's information security strategy, significantly enhancing the overall security posture and reducing vulnerabilities.
- Managed risk assessments and vulnerability management programs, ensuring compliance with financial regulations and significantly reducing high-risk vulnerabilities.
- Spearheaded incident response efforts, reducing response times by 25% and minimizing impacts on critical systems.
- Developed and enforced security policies, ensuring the protection of sensitive financial data and alignment with industry regulations.
- Directed cross-functional teams to integrate security into new technology deployments, mitigating the risk of system breaches during implementation.
- Led security awareness training programs for employees, improving organizational compliance by 30%.
- Managed third-party vendor relationships to ensure compliance with security standards and minimize third-party risks.
- Coordinated business continuity planning and disaster recovery strategies, ensuring the bank's resilience in case of cyber incidents.
- Conducted regular security audits, ensuring the bank's compliance with regulations such as PCI DSS, GDPR, and FFIEC.

Security Administrator (SA)

1st National Bank Saint Lucia Ltd | February 2022 – November 2023

- Designed and implemented network security solutions, reducing vulnerabilities by 30%.
- Conducted regular vulnerability assessments and penetration tests to identify and mitigate risks.
- Configured and managed firewalls, anti-virus software, and SIEM tools, monitoring and defending against threats.
- Developed and enforced security policies to prevent unauthorized access and data breaches.
- Trained over 300 staff members on cybersecurity best practices, improving organizational security awareness.

IT Lecturer and Consultant

CNSS Inc | April 2009 – Present

- Delivered training on CompTIA Security+, Network+, and A+ certifications, achieving a 95% pass rate among students.
- Designed and implemented IT systems to improve workflow efficiency and security.
- Provided technical support and troubleshooting for network and system issues.
- Developed documentation for system design, testing, and quality assurance processes.

IT Supervisor

Renwick and Company Ltd | November 2010 – January 2021

- Oversaw the daily performance of IT systems, ensuring 99.9% uptime and business continuity.
- Installed and configured hardware, software, and operating systems for over 100 employees.
- Conducted routine maintenance and minor repairs, reducing system downtime by 20%.
- Provided technical support and resolved user inquiries, improving employee productivity.

Junior IT Officer

Regional Security Systems | November 2008 – January 2010

- Designed and implemented IT solutions for the Regional Security System (RSS) and member states.
- Managed backup and disaster recovery systems, ensuring data integrity and availability.
- Collaborated with stakeholders to assess computing needs and implement secure IT infrastructure.

Police Constable – Network and IT Technician

Royal St Lucia Police Force | July 2004 – January 2008

- Maintained and troubleshoot computer systems for the police force, ensuring operational readiness.
- Delivered basic computer literacy training to 50+ police officers, improving their technical skills.

Education

- **Certificate in Computer Networking and Telecommunications**
Canadian Forces School of Communications and Electronics (CFSCE), Ontario, Canada
| January 2017
 - **CompTIA A+, Network+, Security+, Server+, MCSE, MCSA, MCP, MCITP, CISCO**
Genesis Training Systems | January 2010
 - **CJSSP Attendance Certificate**
INFOSEC | Virginia | January 2008
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Certifications

- CC-Cybersecurity
 - CompTIA Advanced Security Practitioner (CASP)
 - CompTIA Cybersecurity Analyst (CySA+)
 - Certified Ethical Hacker (CEH)
 - CompTIA Security+
 - CompTIA Network+
 - CompTIA A+
 - Microsoft Certified Systems Engineer (MCSE) 2012
 - Microsoft Certified Systems Administrator (MCSA)
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Active Courses

- Certified Information Security Manager (CISM) – Awaiting Certification
 - Certified Information Systems Security Professional (CISSP) – Participation Certificate, Awaiting Certification
 - Project Management Professional (PMP) – Awaiting Certification
 - CompTIA PenTest+ – In Progress
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Awards

- **CompTIA Leadership Award 2023**, Las Vegas
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References

Marcus Jolie

Former Chief Technology Officer (CTO), 1st National Bank Saint Lucia Ltd

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Mozel Isaac

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