

# CHARIS MAYHORN

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TECHNOLOGY ARCHITECTURE | STRATEGY | GOVERNANCE | RISK MANAGEMENT

I transform technology into business expansion opportunities through leadership in cybersecurity and infrastructure design.

## PROFESSIONAL EXPERIENCE

**Electric Reliability Council of Texas (ERCOT), (Remote) Austin, TX** **2023 - Present**  
**IT Architect** for an energy independent operator that manages the flow of electric power in most of Texas.

- Chair of the Cloud Center of Excellence, steering a matrix of teams, driving cloud-enabled transformation, acting as centralized cloud governance body, overseeing the organization's cloud computing governance, strategy, and architecture practices.
- Construct RACI framework for new cloud operations teams, roles, and responsibility structures; creating repeatable and scalable processes.
- Steer cloud financial planning and resource allocation, directing executive leadership on human resources and capital expenses, where to insert cloud infrastructure development initiatives into future projects, and when to supplement outsourced professional services.
- Create long-term product delivery and flexible multi-cloud growth by designing private cloud connectivity between public cloud and on-premises data centers.
- Define and enforce a network and security conceptual taxonomy to be used by system, application, and solution architects; maintaining consistent clear communication about network infrastructure segmentation and security; this results in higher quality technology designs that are easily interpreted by executive leadership.
- Spearhead collaborative working sessions to document existing complex interconnected systems that had not been previously documented, for purposes of architecture visibility and security risk management.
- Develop risk-mitigating strategies aligned with highly regulated energy industry standards.

**Syniverse Technologies, (Remote) Tampa, FL** **2018 - 2023**  
**Network Architect** at a global private IP network for mobile operator ecosystems.

- Authentically build trusted relationships across global, multi-functional teams to drive strategic objectives, shepherding teams through business process changes.
- Advise executive, sales, and operational teams on technologies in which to invest, based on alignment with strategic business priorities; initiate relationships with partners and vendors.
- Articulate how emerging technologies will create business value by blending business and technology expertise and expanding knowledge of networking and security trends, opportunities, and risk.
- Propose the idea and design of a new type of infrastructure segment for selling Syniverse products in a method not offered before, resulting in sales within multiple countries where Syniverse previously did not have a presence; assembling this proposal entailed in-depth exploration of operating procedures and security audits.
- Explore partnerships with public cloud providers for creating new cloud-based mobile product lines, advising on requirements of interconnectivity with GSMA IPX (Global System for Mobile Communications IP Exchange).
- Translate business requirements and challenges into use cases for network solutions and frameworks; collaborate with sales, product, and engineering teams to refine overall solutions architecture.
- Evangelize strategic imperatives to relevant internal stakeholders and gain commitment for execution.
- Align product road-maps with hybrid-cloud infrastructure growth and availability.

## <Syniverse Technologies continued>

- Establish governing principles of network infrastructure; create conceptual architecture documentation templates and procedures; lead project stakeholders through risk compliance.
- Guide software architects into network segmentation mindsets, re-shaping software flows to facilitate microsegmentation, enable portability between private data centers and public cloud, and increase security.
- Architect major internal network restructure, placing corporate offices behind SD-WAN, moving internal management and automation systems onto secure resources independent of production and lab infrastructure.
- Member of GSMA working groups 5GMRR (5G Mobile Roaming Revisited) and DESS (Diameter End-to-End Security Subgroup), defining 5G roaming interoperability and security standards.

### **Warner Bros Discovery, Knoxville, TN**

**2016 – 2018**

**Network Architect** for a global lifestyle media developer in home, food, travel categories for tv and emerging platforms.

- Integrally involved in technology alignment during the M&A merging of Scripps Networks Interactive and Discovery Communications, that later became Warner Bros Discovery.
- Design operational frameworks for network and security best practices; create high-level network design and conceptual architectures from ideation; define formats for policy documentation.
- Collaborate with decision makers in Broadcasting and Transmissions business units to develop and implement solutions to deliver television content with extremely tight SLAs.
- Lead and delegate project implementations; develop and ensure adherence to project economics and timelines.
- Identify, forecast, and plan network infrastructure resource requirements for global data centers, cloud access, and edge security, ensuring compliance with defined governance, standards, and security policies.
- Redesign hub data center and campus firewall infrastructure, resolving frequent WAN outages.
- Design and lead the implementation of company headquarters campus LAN migration to an eBGP ECMP layer 3 at the access closet topology, from an unstable format that extended campus layer 2 into data centers.
- Introduce, develop, and implement Peer Review process and inter-team handoff procedures.
- Proactively advocate professional development and mentoring opportunities for others.

### **University of North Carolina at Charlotte, Charlotte, NC**

**2007 - 2016**

**Network Engineer** at a public university with 60+ buildings on 1,000 acre campus, multiple on and off-site data centers.

- Set strategic business direction for network hardware and software projects; liaison with other IT departments and non-technical university leaders, promoting policy standards, collaboration, security, and efficiency.
- Engineer MPLS backbone and firewall infrastructure.
- Design migration procedures for moving campus WAN to MPLS from legacy EIGRP, a multi-year project; manage communications with and serve as key liaison to college departments and campus building occupants.
- Redesign Data Center and DNS infrastructure.
- Establish standardized processes for documentation, diagrams, configuration, and testing.

## **TECHNOLOGY**

- MPLS, BGP, EVPN, TCP/IP, BIND, DNS, AWS, Azure, Public & Hybrid Cloud, SD-WAN, PBR, NAT, SASE, IoT, 5G, 4G, IPX, Packet Core, PaloAlto, Checkpoint, Cisco, Juniper, Extreme, Application Modeling

## **GOVERNANCE**

- NERC, IEEE, IETF, 3GPP, GSMA, SMPTE, ATSC, PCI, HIPAA, FERPA, GDPR, ITIL, TOGAF, Agile, Scrum

## **EDUCATION**

- ISACA CRISC, Certified in Risk and Information Systems Control
- CCDP & CCNP, Cisco Certified Design Professional, Cisco Certified Network Professional
- Computer Information Systems Management, BA, Cedarville University