

## Jordan (McCarthy) Hefcart

(b)(6)

### Public Service

- Regularly volunteer as a digital media and information technology resource for community organizations such as So Others May Eat (Washington, DC) and Dignity Housing (Philadelphia), and the Senior Support COVID-19 Alliance (New Hampshire). 4 yrs, 15 weeks/yr, 5 hrs/week.
- Campaigned for Barack Obama (2008 and 2012) Harry Reid (in 2010), Hillary Clinton (in 2016), and Joe Biden (in 2020) via phone banking and in-person canvassing. 8 hrs/week for 1-2 months preceding each election, more in 2020 (see below).
- Founded and directed a student service organization to recover, rebuild and distribute ~20 used PCs to low-income students in Los Angeles County who would otherwise have had no access to such equipment. 3 years, 20 hrs/week.

### Information Security Strategy, Policy, and Implementation

Systems Security Engineer | Biden for President & Biden Transition Team | May 2020 – January 2021, 70 hrs/week

- Supplied both strategic and subject matter guidance to various campaign teams to resolve technical problems, compliance questions, and security incidents. Administered and supported all core campaign IT systems.
- Regularly authored executive briefing memos to summarize observations and data from front-line support teams, report the progress of in-flight projects, and propose strategy adjustments.
- Collaborated closely with general counsel, a team of eight other information security staff, and numerous vendors to react rapidly to security and compliance incidents. Triage, investigated, and resolved more than 100 threat reports.
- Authored organization-wide policies and resource guides concerning security incident response, handling of sensitive information, information retention compliance requirements, and minimum security standards for vendors.
- Led a dozen large group training sessions and over 200 one-on-one security checkup sessions with campaign staff (including several principals) to ensure that all of their accounts and devices were appropriately protected against likely threats.
- Spearheaded push to get 1300 staff and volunteers to protect accounts with physical security keys; increased enrollment from 30% to 80% in three months.
- Led implementation and administration of several key IT systems, including a secure media collaboration platform that powered all paid media and creative projects, mobile device management systems that remotely deployed and managed 500+ staff devices, and a centralized security & compliance monitoring dashboard for all campaign staff accounts.
- Promoted to the Presidential Transition Team after the Campaign ended; one of only two technical staff transferred.

Technical Lead & Manager | Tech Impact | October 2015 – May 2020, 50 hrs/week

- Served as technical lead for information security and compliance across the organization's four divisions, leading high-level strategy, training, and rapid response for all security-related matters.
- Managed the scoping, contract negotiation, budgeting, scheduling, and delivery of low-cost technical assistance projects and ongoing support services to improve the well-being of individuals and communities through the use of technology.
- Co-founded two new teams specializing in (a) data systems and (b) information security and compliance, nurturing them over three years into a multi-disciplinary division of eight skilled consultants and engineers, a dozen standardized service offerings, and a consistent monthly revenue of over \$80K. Provided data systems implementation and/or information security and compliance support to over 100 non-profit organizations. Managed annual team budget of approximately \$500,000.
- Managed hiring, training, and performance evaluation for 12 staff and three interns. Advocated for and significantly increased hiring of women, people of color, and others historically underrepresented in information technology. Maintained strong relationships and continued to support professional advancement of all former direct reports within and beyond the organization.
- Advised two dozen safety-net healthcare organizations on the selection of electronic health record (EHR) systems and the technical aspects of maintaining compliance with HIPAA, HITECH, and 42 CFR Part 2 regulations.
- Authored comprehensive security assessment and infrastructure strategy reports for at least fifty different non-profit organizations, including both high-level executive summaries for non-technical audiences as well as detailed reference materials and configuration guides for technical implementation. Devised five new standardized security services, including a thorough security audit and penetration testing package, managed digital identity deployment, and mobile device management implementation.

- Routinely asked to provide both strategic and substantive input to leadership, coordinate cross-division responses to high-impact client emergencies, and represent the organization in large grant and contract scoping discussions. Wrote, administered, and responded to numerous technical RFPs. Secured and administered the fulfillment of two \$100,000+ grants.
- Prepared and delivered over a dozen public workshops and conference sessions concerning non-profit data management and information security and compliance. Audiences varied from non-profit executives to front-line IT staff, and ranged from 8 to 200 people.
- Promoted to management role with three months of joining the organization, and tasked with rapidly building new teams to address emergent needs in the non-profit community.

Staff Technologist | Open Technology Institute at New America | April 2012 – October 2015, 40 hrs/week

- Served as a subject matter expert on several multidisciplinary teams working on a variety of technical, political, and legal advocacy projects aimed at making information technologies more accessible and empowering.
- Managed technical operations for the Measurement Lab consortium, an international research program devoted to monitoring the openness and performance of the global Internet. Co-managed a local staff of four (maintaining technical roadmaps, hiring staff, creating agendas and leading staff meetings) and collaborated with dozens of lawyers, network engineers, and researchers in 33 countries to conduct policy-focused data analysis and expand the platform. Designed and implemented a software framework for deploying patches and updates to a fleet of over 240 high-performance servers; directed multi-organizational rapid responses to platform-wide security and stability incidents; and co-authored a proposal for the Knight Foundation's News Challenge that garnered \$300,000 for further research & development.
- Contributed technical expertise in cybersecurity and network engineering to projects focused on expanding Internet access to underserved populations and raising public and policymaker awareness of privacy and security issues.
- Routinely presented at conferences, led technical trainings, and hosted informational workshops for audiences of widely-varied backgrounds.
- Promoted four times (from Research Associate to Program Associate to Associate Technologist to Staff Technologist) in three years.

Residential Computing Manager | Academic Computing, Stanford University | Sept. 2008 - Dec. 2010, ~15 hrs/week

- Provided technical, academic, and personal support for residents (300-400) of several large undergraduate dorms, working closely with several teams of 15+ other student support staff.
- Advised and instructed all 120+ student support staff on campus, and co-taught the Advanced Computer Consulting course.
- Planned and taught information technology workshops and classes; wrote and distributed periodic newsletters on subjects including data security, privacy, and copyright law.
- Built & administered Mac OS / Windows dual-boot software images running on hundreds of machines across campus.
- Promoted to leadership roles (Residential Computing Associate & Software Image Developer) in June 2009.

IT Support Assistant (Level II) | University of California, Los Angeles | June - Sept., 2006 - 2008, 25-35 hrs/week

- Assisted the IT manager for the Division of Cancer Prevention and Control Research with troubleshooting, maintenance, documentation, consultation, and development of improved management systems for a variety of hardware and software in a ~100-device Windows-based ecosystem.
- Began this work as a summer job in high school, and was asked to return repeatedly in subsequent summers at higher pay grades and with greater responsibilities.

## Education – Stanford University

### Degrees

M.A. in Communication, focus in Digital Media Studies | Jan. 2011 – June 2013 | GPA: 3.9/4.0

Awarded three Teaching Assistantships and a Research Team Leader position (all usually reserved for PhD or JD candidates). **Thesis** topic: *Enhanced Media Multitasking: The restorative cognitive effects of temporarily escaping the multitasking mindset*. Coursework in research methodologies, media law, media psychology, and political communication.

B.A. in Science, Technology & Society (STS), focus in Information and Society | Sept. 2007 - December 2011 | GPA: 3.7/4.0

Coursework in computer science, communication, public policy, ethics, the history/sociology of information and communication technologies and using them to facilitate positive social change.

## Teaching & Research

### Research Team Lead | Computer-Human Interaction (CHIME) Lab, Stanford University | Jan. 2013 – June 2013

- Managed and mentored a team of five undergraduates through the design and execution of a groundbreaking study on media multitasking under the direction of Professor Cliff Nass.
- Developed and applied a complex pre-post study instrument to 60 subjects, developed data parsing code in Python to streamline data cleaning that in previous studies had been performed by hand, performed data analysis using STATA, and wrote IRB application, literature review, and findings paper.

### Teaching Assistant | Dept. of Communication & STS Program, Stanford University | Sept. 2011 - March 2013, 25+ hrs/week

- Managed course logistics, led 2-3 weekly discussion sessions, provided students with extensive feedback on oral argument and writing quality, filmed class sessions, and graded assignments and tests for three large (200+ student) interdisciplinary classes concerning the interactions of science, technology, and sociopolitical institutions and processes (*Introduction to Science, Technology & Society; Ethics & Public Policy; Introduction to Computers and Interfaces*).

### Student Researcher | STS Program, Stanford University | Sept. 2008 – Sept 2011

- Wrote a variety of research papers, several involving small studies, on subjects such as the ethics and policy implications of security vulnerabilities in Internet-based voting systems and the inconsistencies in public perceptions of the trustworthiness of technology platforms and companies.
- Published *Code as Power: How the New World Order Is Reinforcing the Old*, in *Intersect: The Stanford Student Journal of Science, Technology & Society* (Vol 3, 21-29).

## Technical Proficiencies

- Proficient in Python, Bash, C/C++, Salesforce Apex (Java), and have working familiarity with Perl, PHP, HTML, MySQL.
- Have extensive experience in enterprise server and network administration, and have worked closely with all of the following:
  - **Cloud Infrastructure:** Design, implementation, and security hardening of Office 365, G Suite, Salesforce, Box, Dropbox, Okta, and custom virtual infrastructure in both Azure and AWS.
  - **Traditional Server Infrastructure:** Apache, Mediawiki, Wordpress, Drupal, Squid, Privoxy, Postfix, IIS, Exchange Server, Active Directory.
  - **Security auditing & enforcement:** Kaseya, SolarWinds, Salt stack, Nagios, Netmon, Smokeping, iptables, Intune MDM, Jamf, OpenVAS, nmap, nikto, wpscan, sqlmap.
  - **Data analysis and visualization:** Tableau, PowerBI, Excel Powerpivot and advanced formulas.
- **Operating Systems:** Ubuntu/Debian, Kali, CentOS, FreeBSD, OpenWRT, ChromeOS, and every version of Windows and Mac OS released in the past 15 years.