RICHARD W. LIGHTCAP

Richard.Lightcap@tamuc.edu

QUALIFICATIONS FOR LEADERSHIP

Hands-on, results-oriented industry and academic leader equipped with over fifteen years of related success, with recent experience in a leadership role. I have a strong proven track record with the development of best-in-class student retention rates (99.3%). I have a thorough understanding of staff development focused on classroom improvement and commitment to regulation, compliance, retention, and student success in and beyond the classroom. I demonstrate a unique combination of technical and leadership acumen. I exhibit a strong set of interpersonal and leadership skills. Drives integration of process excellence and systems to generate and sustain more effective operations. I possess total accountability for the development of long-term strategies to facilitate business growth and conveying world class academic operations strategies.

PROFESSIONAL HIGHLIGHTS

- Accreditation visit compliance and readiness, each visit containing no citations or notices (3 accrediting & 1 state).
- Ability to motivate and lead engineering and operational support groups, with a demonstrated track record of building and maintaining highly collaborative, flexible, and productive teams in a global environment.
- Creates a cooperative environment to continually evaluate and update curriculum to keep pace with the business environment.
- Fosters continuous and open communications for student success, translating into lower attrition rates, under 4% annually.

EDUCATION / PROFESSIONAL CERTIFICATIONS

Post-Doctoral Certificate in Organizational Leadership	South College • January 2024
Doctor of Philosophy in Cybersecurity Leadership	Capitol Technology University • April 2023
Doctor of Education in Leadership	American College of Education • September 2021
Master of Science in Cybersecurity & Information Assurance	Western Governors University • July 2023
Master of Science in Computer Information Systems	University of Phoenix • May 2003
Bachelor of Science in Information Technology	University of Phoenix • January 2002

ISC2 Certified Secure Software Lifecycle (CSSLP)	August 2023
EC Council Certified EC-Council Instructor (CEI)	March 2023
EC Council Certified Ethical Hacker (CEH)	March 2023
ISACA Certified Information Security Manager (CISM)	May 2022
ISACA Certified Information Security Auditor (CISA)	March 2022
SAFe Certified Scrum Master	December 2021
ISC2 Certified Information Systems Security Professional (CISSP)	July 2021
Microsoft Certified Solutions Expert (Communications)	December 2014
Microsoft Certified Solutions Associate (Office 365)	November 2014
Microsoft Specialist (Programming with HTML5/CSS3)	January 2013
Symantec Technical Specialist (Enterprise Vault 10.0 for Exchange)	February 2013
Symantec Technical Specialist (Clearwell eDiscovery Platform)	March 2013
Symantec Technical Specialist (Veritas Storage Foundation and High Availability Solutions for Windows)	May 2013
Symantec Technical Specialist (Veritas Storage Foundation for Unix)	May 2013
Symantec Technical Specialist (NetBackup 7.5)	October 2013
ITIL Foundations	December 2011
Digium Certified Asterisk Administrator	October 2011

PUBLICATIONS

Moore, S., Lightcap, R., & Butler, W. (2024). Smart cities and consumer privacy concerns: A comparative analysis. Department of Cybersecurity, Capitol Technology University, Laurel, Maryland. (Submitted).	January 2024 (pending)

PRESENTATIONS

Panelist, "*Cybersecurity Year End Review*" (with Charles Osborn, Ervin Frenzel, and Jay Demmler). ISACA North Texas Chapter. Irving, Texas.	December 2022

CAREER SUMMARY

Capitol Technology University   2023 – Present
DOCTORAL DISSERTATION CHAIR AND ADJUNCT PROFESSOR
Responsible for mentoring doctoral students through the dissertation process. I also develop and manage materials to support the College Syllabi, Course Materials, learning outcomes, and Course Development, coordinate courseware and curriculum with academic department chair and the review of any textbook and other courseware changes. Responsible for teaching the assigned class per learning objectives and session plan outlines specified by the University. Evaluate Student Performance through administering evaluations of student performance based on course deliverables and course rubrics. Areas taught: Cloud Technology, Cybersecurity, and Business Analytics.

Brazosport College   2023 – Present
CHAIR & ASSISTANT PROFESSOR, COMPUTING TECHNOLOGY DEPARTMENT
Responsible for the development and management of materials to support the College Syllabi, Course Materials, learning outcomes, and Course Development, coordinate courseware and curriculum with academic department chair and the review of any textbook and other courseware changes. Responsible for teaching the assigned class per learning objectives and session plan outlines specified by the University. Evaluate Student Performance through administering evaluations of student performance based on course deliverables and course rubrics. Areas taught: Cloud Technology, Cybersecurity, and Business Analytics.
ADJUNCT FACULTY, CLOUD COMPUTING AND CYBERSECURITY   2022 – 2023
Responsible for the development and management of materials to support the College Syllabi, Course Materials, learning outcomes, and Course Development, coordinate courseware and curriculum with academic department chair and the review of any textbook and other courseware changes. Responsible for teaching the assigned class per learning objectives and session plan outlines specified by the University. Evaluate Student Performance through administering evaluations of student performance based on course deliverables and course rubrics. Areas taught: Cybersecurity and Cloud Computing.

Texas A&M University, Commerce   2022 – Present
ADJUNCT FACULTY, MARKETING & BUSINESS ANALYTICS
Responsible for the development and management of materials to support the College Syllabi, Course Materials, learning outcomes, and Course Development, coordinate courseware and curriculum with academic department chair and the review of any textbook and other courseware changes. Responsible for teaching the assigned class per learning objectives and session plan outlines specified by the University. Evaluate Student Performance through administering evaluations of student performance based on course deliverables and course rubrics. Areas taught: Cybersecurity and Business Analytics.

Collin College   2020 – Present
ADJUNCT FACULTY, CYBERSECURITY
Responsible for the development and management of materials to support the College Syllabi, Course Materials, learning outcomes, and Course Development, coordinate courseware and curriculum with academic department chair and the review of any textbook and other courseware changes. Responsible for teaching the assigned class per learning objectives and session plan outlines specified by the College. Evaluate Student Performance through administering evaluations of student performance based on course deliverables and course rubrics. Areas taught: Cybersecurity, Information Technology, and Networking.

Raytheon Technologies Inc.   2020 – Present
SENIOR MANAGER, CYBER DEFENSE
As a manager of cyber defense, I support business objectives through acting as a subject matter expert and project leader. When operating as a team lead, I develop, coordinate, and execute policies, methods, and procedures. When operating as a subject matter expert, I perform work requiring a very high level of technical knowledge of a specific area or ability to integrate at a high level the knowledge of several areas. When operating as a project leader, manages and provides technical leadership of projects involving large-scale, complex, and highly analytical tasks. My work is performed within a broad framework of general policy and requires creativity and resourcefulness to accomplish goals and objectives, and in applying concepts, plans and strategies which may deviate from traditional methods and practices. I serve as a technical lead and systems engineer for large complex systems or networks, with a focus on securing and reducing risk of systems and/or asset compromises to the business.

American Business & Technology University   2012 – 2021
ADJUNCT PROFESSOR (ONLINE)
Responsible for the development and management of materials to support the College Syllabi and learning objectives. Responsible for selecting and compiling tests, assignments and/or online discussion exercises that permit measurement of performance relative to standardized learning objectives. Coordinate courseware and curriculum with academic department chair and the review of any textbook and other courseware changes. Responsible for teaching the assigned class in accordance with learning objectives and session plan outlines specified by the College. Evaluate Student Performance through administering evaluations of student

performance based on course deliverables and course rubrics. Areas taught: Information Security, Project Management, Information Technology, Database Management, and Operating Systems.

ASSOCIATE DEAN, CURRICULUM, FACULTY, AND STUDENT OUTCOMES 2012 – 2017

As an Associate Dean, I am responsible for providing leadership in strengthening all curricular programs and ensuring that existing and new program content and delivery are of consistently high quality by overseeing assessment of program curriculum and student learning outcomes. My primary responsibilities are to oversee the University's Core Curriculum and Assessment Plan through which I can ensure the quality of our programs I am accountable for the development and management of materials to support the College Syllabi and learning objectives. I am responsible for the sharing of best practices among faculty and for assisting in balancing the needs of programs with those of other disciplines and general education.

The Fountain Group 2019 – 2020

SENIOR SYSTEMS ENGINEER II

As a Senior Systems Engineer, I support many functions as I operate as a supervisor, expert, or project leader. When operating as a supervisor, I develop, coordinate and execute policies, methods and procedures, and supervise personnel. When operating as an expert, I perform work requiring a very high level of technical knowledge of a specific area or ability to integrate at a high level the knowledge of several areas. When operating as a project leader, manages and provides technical leadership of projects involving large-scale, complex, and highly analytical tasks. My work is performed within a broad framework of general policy and requires creativity and resourcefulness to carry out goals and objectives, and in applying concepts, plans and strategies which may deviate from traditional methods and practices. I serve as a lead technical architect and systems integrator for large complex systems or networks, with a focus on securing vulnerabilities and reducing risk of system and/or asset compromises.

Zar Technology Services 2019

ASSOCIATE DIRECTOR, PROBLEM MANAGEMENT

I handle gathering and analyzing data from various data sources surrounding Enterprise Infrastructure service availability to analyze themes and trends in service delivery. I convert data into actionable insights by predicting and modeling future outcomes. I execute service availability method to produce monthly trending analysis reports for senior leadership. Spearheaded data flow improvement. I provide data analysis against technology incident details to find trending service gaps and hotspots, while recommending service availability improvements based on discussions with subject matter experts and data analysis.

United Capital Financial Advisors 2017 – 2019

SR. CLOUD INFRASTRUCTURE ENGINEER

I supply overall strategic and operational direction to the organizations major IT business systems. Responsible for delivering the IT systems both on-premises and Cloud (Azure, AWS, G-Suite) running the internal operations of the business unit, including finance, HR, supply chain, and legal. I act as a project manager, architectural leader, and infrastructure skills at both a hands on and architectural level with both direct and influential authority as required for interfacing across business units. Drives the integration of process management and change excellence and systems to make corporate operations more efficient. Responsible for creating a solid multi hundred site highly available network to enable business operations 24x7.

Lamar University 2017 – 2019

ASSISTANT DIRECTOR, INFORMATION TECHNOLOGY

I handle the successful delivery of medium and large technology projects by defining the program of work necessary to do business and technical goals and managing the delivery of that work program across multiple internal and external delivery teams. I have oversight over employees involved in the delivery process. I also have ownership to the overall operational direction to the organizations of the service center helpdesk. Possesses strong planning, architectural, and communications skills with both direct and influential authority as needed for interfacing across business units. Drives the integration of process excellence and systems to make company operations more efficient. Responsible for developing long-term plans to help grow the business through IT enabled systems.

Silverback LLC. 2016 – 2017

DIRECTOR OF TECHNICAL OPERATIONS

Provides overall strategic and operational direction to the TPA's major business. Possess strong planning, leadership, and communications skills with both direct and influential authority as required for interfacing across business units. Apply ITIL Framework and analysis of measures within the service management lifecycle. Oversee network systems technology operations that include performance, availability, recoverability, root cause determination, and problem resolution.

Sandlot Solutions, Inc.   2015 – 2016
OPERATIONS SUPPORT MANAGER
Provides overall strategic and operational direction to the organizations' business systems. Possess strong planning, leadership, and communications skills with both direct and influential authority as required for interfacing across business units and clients. Apply ITIL Framework and analysis of measures within the service management and software management lifecycles. Oversee operations that include performance, availability, recoverability, root cause determination, and problem resolution of the software as a service system.

Bluesource, Inc.   2012 – 2015
OPERATIONS SUPPORT MANAGER
Provides overall strategic and operational direction to the organizations major IT business systems. Possess strong planning, leadership, and communications skills with both direct and influential authority as required for interfacing across business units. Apply ITIL Framework and analysis of measures within the service management lifecycle. Oversee network, messaging, and data archiving technology operations that include performance, availability, recoverability, root cause determination, and problem resolution.

Golf Academy of America   2012 – 2013
ADJUNCT INSTRUCTOR (ON GROUND)
Responsible for the development and management of materials to support the College Syllabi and learning objectives. Responsible for selecting and compiling tests, assignments and/or online discussion exercises that permit measurement of performance relative to standardized learning objectives. Coordinate courseware and curriculum with academic department chair and the review of any textbook and other courseware changes. Responsible for teaching the assigned class in accordance with learning objectives and session plan outlines specified by the College. Evaluate Student Performance through administering evaluations of student performance based on course deliverables and course rubrics.

GRADUATE COURSES TAUGHT

- Management Decision Models
- Perspectives in Change Leadership
- Managerial Applications of Technology
- Management of Information Resources
- Management of Information Systems
- Telecommunications Law and Regulation
- Cybersecurity
- Business Data Analytics

UNDERGRADUATE COURSES TAUGHT

BUSINESS	TECHNOLOGY / CYBERSECURITY	GENERAL EDUCATION
Business Information Systems	Introduction to Database	Research Methods
Human Resources Management	Object-Oriented Programming	Legal and Security Issues
Project Management	Risk Management in IT Security	Group Theory
Global Business Management	Network Communications Infrastructure	Group Dynamics
Managing Teams	Windows Security	Problem Solving Theory
Information Systems Security and Risk Management	Linux Security	Microcomputer Applications - (Microsoft Office 2007/2010)
Business Analytics	Hacking and Countermeasures	
	Cybercrime Forensics	
	Security Auditing and Compliance	
	Fundamentals of Network Security, Firewalls, and VPNs	
	Security Policies and Implementation Issues	
	Computer Structure and Logic	
	Introduction to Programming	
	IP Networking	
	Strategies for the Technical Professional	
	Structured Cabling	
	WAN Technology and Service Integration	
	Introduction to Information Systems Security	
	Introduction to Personal Computers	
	Operating Systems Theory	
	Relational Database Management	
	Scripting with PowerShell	
	Fundamentals of Information Security	
	Firewalls and Network Security	

AFFILIATIONS / MEMBERSHIPS

ISC2 Member
ISACA Silver Academic Advocate Member
American College of Education Alumni
University of Phoenix Alumni Network
Authorized Symantec Consultant (Archiving & eDiscovery Specialization)