JAMES A. BOHAN, CISSP

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CYBERSECURITY THOUGHT LEADER

Shapes the future of responsible AI Adoption and governance

Strategic cybersecurity thought leader with a strong background in enterprise risk frameworks, regulatory compliance, and security program development. Brings expertise in helping organizations navigate the evolving landscape of artificial intelligence risk through structured governance, control design, and compliance-driven risk management practices. Proven track record of building and maturing cybersecurity programs, translating complex technical risk into actionable business strategies, and driving measurable outcomes across diverse industries.

Enterprise GRC Program Architecture | Regulatory Compliance and Frameworks | Cyber Risk Quantification and Reporting
Security Program Development and Maturation | Data Privacy and Protection | Post-Merger Security Integration
NIST AI RMF, ISO/IEC 42001 | Model Risk Assessment | AI Lifecycle Governance

PROFESSIONAL EXPERIENCE

STERICYCLE / WM, Bannockburn, IL

Head of Governance, Risk, Security Awareness and PCI Compliance **01/2024 – 02/2026**

- Built and led enterprise governance program (policy, third-party risk oversight, and control documentation) that was instrumental in remediating an FCPA consent order, restoring sustained regulatory compliance and closing the finding to DOJ/SEC standards.
- Led enterprise-wide security policy consolidation initiative following corporate acquisition, harmonizing 37+ disparate policies and standards across legacy organizations into unified framework within 6-month integration timeline.
- Developed comprehensive enterprise risk register providing executive leadership with actionable visibility into technology and security risks affecting critical business assets, enabling data-driven risk treatment decisions and resource allocation.
- Drove value stream-level risk visibility by mapping security and technology risks to business capabilities and revenue-generating workflows, enabling business unit leaders to understand and prioritize risk mitigation efforts aligned with business objectives.
- Transformed enterprise security awareness program through data-driven approach, reducing phishing failure rates by 17% across monthly campaigns through targeted remediation training and behavioral analytics.
- Developed and deployed role-specific security awareness curriculum tailored to job functions and risk profiles, resulting in 14% reduction in user-caused security incidents year-over-year.
- Crafted unified PCI compliance program roadmap for post-merger entities, consolidating cardholder data environments, standardizing security controls, and establishing single QSA relationship to reduce ongoing compliance costs by 20%.

GOHEALTH, Chicago, IL

Senior Director Information Security / Governance, Risk and Compliance **11/2021 – 06/2023**

- Developed and directed strategies for delivering InfoSec service catalog requests, shortening fulfilment times by 20%.
- Set strategy and supporting OKR's for GRC program development in alignment with company mission and business objectives.
- Directed expansion of InfoSec service catalog offerings for customers, reducing ticket fulfillment time by 23%.
- Developed infosec policies and standards tailored to industry requirements and business needs.
- Drove development of threat focused risk register with visibility into full stack of technologies and controls that support and deliver customer-facing products.

DISCOVER FINANCIAL SERVICES, Riverwoods, IL

Cyber Security Ambassador **03/2019 – 10/2021**

- Served as primary reporter and advisor to Enterprise Architecture and Infrastructure VPs on cyber security risk levels and mitigation strategies.
- Triaged aging vulnerabilities based on threat values and direct product team remediation efforts, achieving remediation of 40K+ past-due vulnerabilities 45 days ahead of schedule.
- Provided remediation direction to department leadership and senior management on range of cyber risk vulnerabilities, controls, and compliance issues.

- Directed threat-focused remediation efforts related to Cybersecurity Issues and Action Plans.
- Set direction, and drove collaboration efforts between business, cyber and technical product owners, challenging Cyber-Risk team on risk findings where appropriate.
- Coached and mentored team members and other Cyber Security Ambassadors.

DISCOVER FINANCIAL SERVICES (Continued)

Lead Information Security Assessor **01/2018 – 03/2019**

- Assisted in development of 1st line oversight program with focus on verification of control efficacy.
- Assessed core card, payments and banking applications leveraging cyber kill-chain framework and OWASP.
- Evaluated databases and web application servers for adherence to policies and standards.
- Performed risk-based security assessments for new and existing applications and projects, requiring security exceptions or risk acceptances to policies and standards.

Senior Analyst – Enterprise Threat and Intelligence Management **04/2017 – 03/2019**

- Managed enterprise Tier 1 and Tier 2 information security policies and standards.
- Developed new content to strengthen information security governance program and enterprise security posture.
- Led control reviews of existing policies and standards assessing compliance gaps against NIST 800-53 and ISO 27001 controls guidance.

CVS HEALTH, Wheeling, IL

Senior Compliance Analyst, Controls Assessments and Monitoring Group **06/2016 – 12/2016**

- Developed tracking and reporting system to identify and measure inventory gaps across enterprise resulting in 14% increase in inventory accuracy.
- Led compliance assessments for security baseline, SOX, PCI, file integrity monitoring, HIPAA, asset management and anti-virus policies.
- Developed KRI and KPI metrics to track and report gap remediation progress to leadership.

Senior Security and Compliance analyst, Member and Client Services **01/2015 – 06/2016**

- Managed development and production teams in all areas of application security and compliance.
- Directed remediation efforts, resulting in 30% drop in production application vulnerabilities.
- Advised Risk Review Board on application security risk levels and develop corrective action plans.
- Direct security, compliance, audit and risk assessment initiatives and act as liaison between control owners, project managers and auditors.
- Provided InfoSec guidance to application managers to assist with remediation efforts.

ADDITIONAL EXPERIENCE

WALGREENS BOOTS ALLIANCE, Deerfield, IL, **Data Security Analyst**

SALVUS NETWORKS, Lombard, IL, **Principal**
Managed Security Services Provider specializing in data security operations, unified threat management technologies, business continuity and disaster recovery.

BAI SECURITY, Chicago, IL, **Network Security Manager**
Information systems management, including end-user support and adaptation of security postures, assessment and implementation of new security technologies, and identification and implementation of business process improvement technologies.

EDUCATION

Bachelor of Science, Network and Communications Management, DeVry University, Chicago, IL

Bachelor of Arts, English Literature, Northeastern Illinois University, Chicago, IL

PROFESSIONAL TRAINING AND CERTIFICATIONS

CISSP | MCP Microsoft Windows Server

MILITARY SERVICE

United States Army active duty – honorable discharge

United States Army active reserve duty – honorable discharge