

JOEL SANDOVAL

IT & Cybersecurity Operations Manager | Facility Security Officer

San Antonio, TX | joelmsandoval@outlook.com | (210) 264-4453

Technical Portfolio: joelsandoval.me | Security Clearance: Active Top Secret

EXECUTIVE SUMMARY

Strategic operational leader and Army veteran with 15+ years of experience directing IT, security, and facilities for federal contractors. Expert in stabilizing and scaling compliance-driven environments while managing an annual budget of approximately \$324,000. Proven ability to navigate regulatory frameworks including CMMC, NISPOM, and NIST 800-171 to ensure continuous mission readiness across multiple corporate entities.

CORE COMPETENCIES

- **Strategic Leadership:** Multi-Site Operations, Budget Management, Vendor & Contract Negotiation.
- **Cybersecurity & Compliance:** CMMC (L1/L2), NIST 800-171, NISPOM, Risk & Audit Leadership.
- **Security Operations:** FSO, Cleared Personnel Management (DISS, NBIS), Insider Threat Programs.
- **Infrastructure & Cloud:** Infrastructure Modernization, Identity & Access Management (Entra ID), Cloud Architecture.

KEY ACHIEVEMENTS

- **Cost Optimization:** Replaced a legacy phone system by designing and building a custom VoIP architecture across four sites, reducing monthly telecom spend by 94% from \$1,800 to \$108 and maintaining it for over ten years.
- **Operational Continuity:** Stabilized a fragmented multi-site environment by consolidating identities, resolving chronic outages, and delivering full operational continuity across three sites within nine months.
- **Audit Excellence:** Rebuilt two cleared facility security programs from degraded documentation to full NISPOM alignment, served as primary DCSA point of contact through four audits covering initial certification, a Top Secret upgrade, and a post-merger consolidation, and achieved zero substantive control failures throughout.
- **Financial Leadership:** Built a 10-year NOI model to structure lease negotiations on behalf of the landlord, securing a \$2.33M agreement at a 17.4% margin against a brokered tenant, a lease that survived a subsequent ownership change.

PROFESSIONAL EXPERIENCE

ROTHE DEVELOPMENT, INC. (and Affiliated Entities) | 2009 – Present

Infrastructure & Cybersecurity Operations, Facilities Lead | Nov. 2014 – Present
Direct report to the President/COO, governing IT, security, and facilities across five entities.

- **Risk Mitigation:** Tracked CMMC framework development, identified a fundamental strategy error before any resources were committed, and redirected efforts to a narrower, least operationally disruptive boundary scope.
- **Infrastructure Modernization:** Executing a four-site network modernization program designed to eliminate approximately \$120,000 in annual managed service costs through full infrastructure consolidation.
- **Compliance Framework Management:** Built and maintain compliance management processes that centralize documentation, automate tracking, and sustain audit-ready posture across multiple regulatory frameworks.
- **Cleared Personnel Management:** Managed cleared personnel across active federal contracts through the full lifecycle, supporting performance ratings of Very Good or Exceptional with no clearance issues cited.
- **Vendor Management:** Selected, managed, and exited a managed service provider after auditing license usage to identify and correct sustained overbilling, reducing managed service costs by approximately \$34,000 annually.
- **Facility Modernization:** Managed a \$710,000 renovation coordinating between tenants, architects, and ownership, contributing to a building appraisal increase from \$800,000 to \$1.9 million that secured project financing.

AIR FORCE ENTERPRISE SERVICE DESK (Rothe Contractor) | Nov. 2009 – Nov. 2014

Pit Boss (Technical Team Lead)

- **Team Leadership:** Served as Team Lead supervising up to 16 technicians, conducting performance reviews and QA oversight to maintain enterprise service levels across a 24-hour operation.
- **Training & Development:** Served as subject matter expert delivering formal onboarding training for incoming technicians and transition briefings for base communications personnel, while developing custom diagnostic tooling and decision guides adopted across geographically distributed installations.

CERTIFICATIONS & TOOLS

- **Certifications:** CompTIA Security+, CompTIA A+, DCSA FSO Training Series.
- **Cloud/Identity:** Entra ID, M365 (Comm. & GCC-High), Intune, Windows 365, Conditional Access, Microsoft Defender.
- **Security/GRC:** SharePoint, Power Automate, Wazuh, CUIck Trac.
- **Government Systems:** DISS, NBIS, SWFT, NISS, NCAISS, SAM.gov, WOSB, HUBZone.
- **Infrastructure:** Hyper-V, Windows Server, SQL Server, UniFi, VLANs, ITSM, RMM.