

Garth O. Bruen 32 Milton Road Brookline, MA 02445 617.947.3805 gbruen@knujon.com

Executive Summary

Relentless problem solver who thrives on tackling difficult situations and redesigning broken systems. Innovative thought-leader experienced in training public service professionals on Internet policy. Builds and coordinates teams of experts to collaborate and produce results.

Professional Experience

Project KnujOn, LLC (<http://www.knujon.com>)

2003 – Present

- Conceptualized and developed unique-to-market, patent-pending service to reduce email abuse and electronic fraud on a global basis
- Assist ordinary Internet users in navigating the digital bureaucracy
- Responsible for removal of over million of spam-advertised sites via analysis of consumer samples
- Monitor service effectiveness, continuously develop and implement all process improvements
- Consult and collaborate with private & public sector organizations on global cybercrime issues and internet policy compliance including FBI, DEA, FDA, DOC, NTIA, FTC, ICANN, NABP, APhA, PSM, CASA
- Provided data which contributed to the closure of Registrars supporting/hosting fraudulent sites
- Worked privately with internet service providers to manage criminal infiltration
- Design custom policy enforcement and e-crime tracking tools
- Educate law enforcement and security professionals on Internet policy trends via guest lectures and conferences
- Participate in Internet policy development as At-Large member of Internet Corporation of Assigned Names and Numbers
- Coordinate Ad-Hoc teams of security and policy experts to address specific problems

Massachusetts Housing Finance Agency

Boston, Ma

Enterprise Content Management (ECM) Project Manager

June, 2003 – February 2011

- Supervise ECM Team – Five direct reports, six indirect reports
- Coordinate Agency-wide initiatives to eliminate paper
- Consult with business client to automate manual processes
- Integrate formerly incompatible electronic records with new system
- Develop cross-referenced document workflows to monitor Agency assets
- Perform regular system-wide software and hardware upgrades
- Manage data security and staff access to over three million documents

Enterprise Content Management Programmer/Analyst

June, 2000 - 2003

- Supervised Imaging and Indexing of all Agency paper-base records
- Automated In-house and business processes using HTML, SQL, ASP
- Replaced paper-based forms with database-driven web-forms
- Programmed Workflows using OnBase and other Rules-Based Applications
- Maintained MSSQL Databases and IIS web services
- Coordinated Integrated Document Management Projects and Retention Policy
- Developed training programs for staff to use workflows and document management system
- Hyland Software - "Best Mission Critical Application" 2003

Computer Operations Coordinator

April, 1998 - May, 2000

- Supervised Help Desk Staff and Develop IT Policy
- Organized and execute Agency-wide PC upgrades and data/processes migration
- Created internal computer training programs
- Developed Agency Intranet and Forms Automation
- Expanded out-facing access for the hearing impaired
- General NT, VAX, and Novell administration including backups

Contractor at Gillette – 2004: Developed a web-based market research survey for a trade show that determined the user's purchasing trends and habits. This was deployed on a terminal at the tradeshow.

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Recent Uncompensated Consulting

Internet Corporation of Assigned Names and Numbers: Upgrade and testing of WHOIS Data Problem Reporting System (WDPRS)

United States Navy: Custom Scripting for Intra-Ship Message Dissemination

Formal Education

Northeastern University, August 2004
Certificate of Software Development

Suffolk University, Class of 1996
Sawyer School of Management – Master of Public Administration

Northeastern University, Class of 1994
College of Criminal Justice - Bachelor of Science

Specialized Training and Coding Skills

C, C++, SQL, VBScript, Perl, HTML, ASP, PHP, XML, JavaScript, Assembler, LISP
MSSQL Administration(6, 7 & 2000)
Web Development and IIS Administration
OnBase System Administration and Workflow Development
Business Process Management (Boston University)

Awards Recognition and Associations

MIT Spam Conference 2009 & 2010 – Keynote Speaker
Credit on cover of *Crimeware: Understanding New Attacks and Defenses* (ISBN: 978-0321501950)
MIT Spam Conference 2008 – “Best Overall Paper”
Vermont Small Business Innovation Award 2007
Boy Scouts of America - Eagle Scout 1989

Member of:

ICANN At-Large North American Regional Organization (NARALO)
High Technology Crime Investigation Association (HTICA)
Anti-Phishing Working Group (APWG)
Infragard
Messaging Anti-Abuse Working Groups (MAAWG)

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Presentations, Lectures and Training

National Center for Justice and the Rule of Law/National Attorneys General Training and Research Institute, Cyber Crime Initiative Conference - The University of Mississippi School of Law June 21, 2011

Internet Governance Forum, E-Crimes and Malicious Use in the DNS - Georgetown Law July 21, 2010

MIT Spam Conference – Massachusetts Institute of Technology Cambridge, MA March 22 and 23, 2010

2009 Cyber Security Expo - University of Memphis October 15, 2009

High Technology Crime Investigation Association (HTCIA) - University of New Hampshire August 17, 2009

MIT Spam Conference – Massachusetts Institute of Technology Cambridge, MA March 26 and 27, 2009

E-Crime and Abuse of the Domain Name System Forum - ICANN Meeting Mexico City March 4, 2009

Registries, Registrars and the Abuse of Domains - ICANN Meeting Mexico City March 3, 2009

Open Web Application Security Project (OWASP) Sept 24-25, 2008 - New York City

Anti-Phishing Working Group eCrime Researchers Summit (APWG) October 14-16 - Atlanta, GA

Information Security Summit (ISS) - Cleveland, Ohio October 30, 2008

HTCIA Ohio - West Lake, Ohio May 12-14, 2008

MIT Spam Conference - Cambridge, MA March 27 and 28, 2008

International HTCIA - San Diego, CA August 27-29, 2007

HTCIA New England - Boston, MA April 2007

Southeastern CyberCrime Summit - Kennesaw State University Atlanta, GA March, 2007

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Northeast HTCIA – Pace University New York, NY November, 2005

HTCIA New England - Boston, MA September, 2005

HTCIA New England - Boston, MA May, 2005