

MICHAEL T. KENNEDY

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PROFESSIONAL SUMMARY

IT operations and technology leader experienced in leading infrastructure, cybersecurity, and business-critical technology environments across highly regulated healthcare and service-driven organizations. Centers for Medicare & Medicaid Services-approved Chief Information Officer and System Security Officer experienced in overseeing multi-site IT operations, infrastructure modernization, cybersecurity, compliance, disaster recovery, and operational strategy.

Hands-on executive known for aligning technology with business goals, improving operational efficiency, leading high-performing teams, and implementing scalable solutions that enhance reliability, security, and operational performance. Experienced across infrastructure, enterprise systems, cloud-integrated environments, cybersecurity operations, automation, and AI-driven operational improvement.

CORE SKILLS

IT Leadership • IT Operations • Infrastructure & Systems Administration • Network Operations • Strategic Planning • Operational Process Improvement • Project & Program Management • Team Building, Hiring & Staff Development • Financial Management, Budgeting & Forecasting • Vendor & Contract Management • Cybersecurity & Compliance • Business Continuity & Disaster Recovery • Cloud & Hybrid Infrastructure • AI Utilization for Workflow Automation, Content Creation & Data Analysis • Digital Transformation • NIST 800-53 • HIPAA • FISMA • ISO • SSAE-18

PROFESSIONAL EXPERIENCE

President / Director of Operations & Technology

South Shore Classics Hockey League (SSCHL) | 2024 – Present

Website: www.southshoreclassichockey.com

- Direct all operational, financial, and technology functions for a 360+ player organization generating \$350K+ in annual revenue, including scheduling, communications, vendor management, and multi-division logistics
- Led organizational growth initiatives, including league expansion, launch of a summer draft program, and implementation of scalable operational processes to support continued growth and improve overall player experience
- Designed, developed, and managed custom web platforms, registration systems, automated workflows, and GameSheet Stats integrations, modernizing league operations and improving efficiency, transparency, and real-time information delivery
- Implemented AI-driven workflows, automation, and digital communication strategies to streamline operations, reduce administrative overhead, and enhance organizational consistency and responsiveness

- Manage budgeting, forecasting, payment processing, contractor coordination, and day-to-day business operations, supporting approximately 24 independent contractors and multiple operational workflows
- Oversee digital branding, web presence, online communications, and technology-driven member engagement initiatives across multiple platforms and systems

Chief Information Officer (CIO) & System Security Officer (SSO)

NHIC, Corp. (Peraton subsidiary; formerly HP / HPE / DXC / Perspecta) | 2010 – 2025

- Led IT and Security operations across five U.S. sites within a ~600-employee Medicare administrative organization, directly managing up to 60 staff and 2 managers while serving as a senior leader in a highly regulated federal environment
- Oversaw enterprise infrastructure, network, telecom, end-user computing, and data center operations across multiple locations, including high-availability systems, environmental controls, and business continuity planning
- Directed incident response, SIEM/SOC operational oversight, vulnerability management, Zero Trust security initiatives including Zscaler administration oversight, patch management, disaster recovery planning, and ongoing remediation efforts across enterprise systems and infrastructure
- Served as Centers for Medicare & Medicaid Services approved CIO and SSO, responsible for IT strategy, cybersecurity, and compliance with NIST, CMS ARS, HIPAA, and federal security frameworks
- Led enterprise security and compliance programs, translating NIST, CMS, and HIPAA requirements into operational controls, governance practices, and audit-ready environments
- Directed incident response, vulnerability management, patching, disaster recovery planning, and ongoing remediation efforts across enterprise systems and infrastructure
- Served as primary point of contact for audits and assessments, including FISMA, ISO, SSAE-18, CMS Section 912, and enterprise CMMC initiatives, representing the organization with regulators and external auditors
- Managed multimillion-dollar IT budgets spanning infrastructure, security, personnel, and vendor services within a highly regulated healthcare environment
- Led IT integration and operational transition efforts through multiple corporate acquisitions (HP → HPE → DXC → Perspecta → Peraton), maintaining continuity of operations and compliance
- Partnered closely with infrastructure, engineering, and security teams to support secure system design across on-prem and hybrid environments handling sensitive healthcare data
- Provided executive reporting and risk assessments to senior leadership, supporting strategic planning, operational decision-making, and regulatory readiness

Director of Information Technology

Cape Cod & Islands Association of REALTORS® | 2005 – 2010

- Directed IT operations, infrastructure, and user support for a high-volume Multiple Listing Service (MLS) environment serving over 3,000 real estate professionals
- Designed, implemented, and maintained servers, networks, business applications, and web infrastructure supporting daily operations and data accuracy
- Developed and managed the organization's website and digital presence, improving member engagement, communication, and service delivery

- Led end-user support, training, and technology adoption initiatives to improve operational efficiency and customer experience

IT Manager

InterPay, Corp. (acquired by Bank of America; later Paychex) | 2000 – 2005

- Managed PC Support, Helpdesk, and Network teams supporting 900+ employees in a high-volume payroll processing environment
- Oversaw day-to-day IT operations, ensuring system availability, issue resolution, and business continuity across critical business systems
- Supported IT operations through multiple corporate acquisitions, maintaining operational continuity and infrastructure stability during organizational transitions
- Directed asset management, procurement, and enterprise technology lifecycle planning

IT Technical Manager

SMH Electronics, Inc. | 1991 – 2000

- Managed PC and server builds, installations, field service, and depot repair operations for business, education, and municipal clients
- Led technical staff, coordinated service delivery, and supported customer environments across multiple industries
- Performed hands-on hardware diagnostics, troubleshooting, and component-level repair across a wide range of systems and devices

EDUCATION

Wentworth Institute of Technology
Information Technology Degree

PROFESSIONAL DEVELOPMENT & COMPLIANCE TRAINING

Managing Multiple Projects and Deadlines • Conflict Resolution & Cooperative Leadership Development
HIPAA Security & Privacy Awareness • Ethics & Compliance / Code of Conduct • DFARS Requirements •
Incident Response & Business Continuity Planning • CMS Security Control Oversight Training (CSCOUT)

PREVIOUS CERTIFICATIONS & TECHNICAL BACKGROUND

A+ Certified Technician • Authorized Service Technician for multiple major technology manufacturers
Systems Deployment (Altiris) • Exchange Administration • Hardware & Infrastructure Support

TECHNOLOGY & DIGITAL PROJECTS

Website Design & Development – Design, build, and maintain multiple live websites using custom HTML/CSS with real-world system integrations (examples available at personal website)