

# ROBERT ENGLER

Cybersecurity | Network Design | Compliance GRC | Technical Support



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## SUMMARY

As CEO of Torchsec Technologies, LLC, I lead the overall direction and operations of a managed service and security provider supporting business-critical IT environments. I combine executive leadership with hands-on technical responsibility, remaining directly involved in support engineering, security operations, and service delivery.

In parallel with business leadership, I function as a senior escalation engineer—monitoring systems, responding to incidents, managing backups and disaster recovery, and maintaining security tooling across client environments. This dual role ensures technical decisions are grounded in real operational experience while aligning with long-term business and risk objectives.

I have overseen the development of internal policies and controls including privacy, continuity planning, and security documentation, reinforcing a security-first culture both internally and for clients.

## KEY ACHIEVEMENTS



### Executive Leadership & Company Operations

Serves as **Chief Executive Officer of Torchsec Technologies, LLC**, an Ohio-based Managed Service / Managed Security Provider, with formal ownership and executive authority documented in company operating records.

**Led organizational governance updates**, including formal amendments to the Torchsec Technologies, LLC operating agreement affecting ownership structure and member interests.



### Security, Continuity & Risk Management

**Oversaw the creation and maintenance of formal Business Continuity and Disaster Recovery (BCDR) documentation** for Torchsec Technologies, defining backup, recovery, communication, and incident response practices.

**Established and enforced a documented Privacy Policy** outlining data handling, encryption, access control, and client data protection expectations for the organization.



### Vendor & Client Governance

**Acts as executive and technical liaison with MSP vendors and partners**, participating in governance, service reviews, and operational communications related to service delivery and tooling.

**Maintains direct client-facing communication** for operational reporting, alerts, and managed service notifications, reflecting a CEO who remains embedded in service delivery.



### Hands-On Technical & Support Leadership

**Actively operates as a senior technical escalation point**, evidenced by continuous involvement in service desk tickets, monitoring alerts, backup reports, and infrastructure notifications across multiple client environments.

**Maintains direct responsibility for MSP support operations**, including endpoint health, vulnerability visibility, backup status, and system monitoring communications sent under his authority.



### Organizational Accountability & Compliance

**Ensured Torchsec Technologies operates with formalized internal documentation**, including governance resolutions, security policies, and continuity plans, demonstrating operational maturity beyond informal MSP practices.

## EXPERIENCE

2019 - Present

● Principal

### Torchsec Technologies, LLC.

- Founded and led an Ohio-based MSP delivering managed IT and cybersecurity services to small and mid-sized organizations, overseeing business operations, client relationships, and technical strategy.
- Served as senior escalation engineer, providing hands-on support across endpoint management, backup and disaster recovery, security tooling, and incident response.
- Designed and maintained business continuity, disaster recovery, and privacy frameworks aligned with client security and compliance expectations.
- Acted as primary technical and executive liaison with vendors, clients, and service partners, balancing operational delivery with strategic growth and risk management.
- Highlight your accomplishments, using numbers if possible.

## EXPERIENCE

2016 - 2019

### Company Owner/Operator

#### Rob's Technology

- Define company vision, goals, and long-term growth strategy.
- Establish pricing models, service offerings, and recurring revenue plans.
- Oversee financial performance, budgeting, cash flow, and vendor costs.
- Identify and pursue new market opportunities, partnerships, and services.
- Serve as primary point of contact for key clients.
- Build long-term, trust-based relationships with business owners and decision-makers.
- Conduct client onboarding, QBRs (Quarterly Business Reviews), and strategic IT planning.
- Ensure customer satisfaction, retention, and service excellence.
- Design, implement, and support IT solutions including managed networks, servers, and endpoints.
- Manage Microsoft 365 and cloud services.
- Implement backup, disaster recovery, and business continuity plans.
- Utilize cybersecurity tools and follow best practices.
- Troubleshoot escalated technical issues and complex environments.
- Maintain documentation, standards, and operational procedures.
- Assess client risk and recommend appropriate security controls.
- Highlight your accomplishments, using numbers if possible.

2012 - 2016

### IT Specialist

#### Harbor Footwear Group, Ltd

- The only IT Support for entire office
- Responsible for creating own projects as well as day to day support
- Responsible for all Windows server maintenance and patching using WSUS
- Designed and Implemented Cisco UC560 phone system for 70 users
- Designed, Implemented and migrated flat network to multilayer network
- Responsible for employee software installations and inventory; vizio, office, anti-virus
- Migrated Exchange 2003 to 2010 - in 2014
- Migrated Exchange 2010 to 2013 - in 2015
- Configured and replaced 70 nodes for end users
- Installed and configured Cisco SG500 POE switches for network refresh
- Upgraded, installed and configured new Fortigate UTM firewalls for 3 locations -2013
- Replaced Fortigate with Check Point 4200 and Smart-1 210 - 2015
- Cleaned up, re-wired and tested all patch panels due to faulty cabling throughout office
- Created documents for all equipment and procedures due to no previous documentation
- Setup helpdesk ticketing solution to keep track of problems to better help users
- Maintained ESXi Cluster and VM servers
- Managed Veeam 8 Backup solution
- Designed and Implemented offsite backup solution for VM's using site to site replication on NAS

2010 - 2012

### Consulting

#### Central Construction Management

- Migrated Exchange Server 2003 to Microsoft Exchange Online
- Responsible for designing and implementation of customer's network infrastructure
- Establish a client complaint record for tracking problems and solutions
- Configured and Maintained VMware ESXi Servers
- Implemented and Supported the Cisco UC500 VOIP Phone system
- Implemented and supported Cisco ASA5510's
- Configure and Implement Remote Access Solution: VPN
- Upgraded flat network using Netgear hubs to switched network using VLANs on Cisco 3750 switches, effectively boosting network response time and reliability for VOIP
- Provide users' technical support, analyze and troubleshoot problems that cause operational delays
- Upgraded Workstations from using Windows XP to Windows 7 Professional

## EXPERIENCE

2003 - 2010

### IT Specialist-Telemechanics

#### Telemechanics

- Co-Owned and Operated (had to close due to economy crash in 2008)
- Assisted in the move of the financial firms from AMEX to the NYSE
- Designed, Implemented and maintained Internet Network for AMEX
- Configured and supported Cisco ASA firewalls, Cisco Switches and Routers
- Configured and maintained Radware Linkproof
- Implemented the Cisco UC500 VOIP Phone system for Telemechanics
- Supervised NCR field technicians nationwide
- Supported Telemechanics clients at NYSE, AMEX, CBOE, PECOS, PHLX and MERC
- Implemented the upgrade from main frame controllers to routers and switches at all major Exchanges for clients
- Troubleshooted circuits - 56k, ISDN, T1s, DS3s, and Frame Relay etc
- Supported Telemechanics Desktops and Servers including ESXi Server
- Supported Telemechanics in the migration to Managed Services

10/1998 - 06/2003

New York

### Network Operations Manager

#### CIBC World Markets Corp

- Managed LAN/WAN infrastructure
- Managed Network Operations Group of 21 technicians
- Implemented VOIP with Cisco and Voice Communications support groups
- LAN refresh - upgraded Cisco Catalyst 5500 switches to 6509 switches
- Configured Cisco Catalyst switches and Cisco routers
- Assisted in the Implemented and support of HP Openview
- Implemented Core Network solutions, including Multihomed BGP and OSPF, for WAN
- Implemented and maintained ICS Point to Point Laser heads between two locations
- Diagnosed all types of Circuits - Isdn, 56k, Frame Relay, T1s, DS3s, and OC3s
- Administered 24x7 support of the entire LAN/WAN and MAN
- Troubleshooted LAN/WAN and with extensive use of Sniffer, Fluke, T-bird, HP OpenView, CiscoWorks
- Implemented and supported data and voice cabling infrastructure
- Installed, configured and managed RAD IP Mux with T1s
- Migration of mainframe from New York to Canada
- Implement EIGRP, OSPF, IS-IS
- Installed IDS Cisco sensors to examine signatures and monitor for specific attack signatures using Cisco CSPM policy manager
- Collaborated with Engineering and Security support groups on new implementations and initiatives
- Configure Cisco TACACS servers for remote Access
- Contributed to the disaster recovery process and the relocation of the network infrastructure resulting from the 9/11 crisis

08/1994 - 10/1998

### IT Technician

#### Telemechanics

- Administered Intel Servers and Desktops - PDC, BDC
- Maintained and rebuilt computer equipment
- Implemented and supported the cabling infrastructure
- Configured AT&T and Memorex controllers
- Refurbished of all types of printers - HP, Okidata, and Memorex
- Supervised NCR field technicians nationwide
- Supported Telemechanics clients at NYSE, AMEX, CBOE, PECOS, and PHLX
- Implemented controllers at all major Exchanges
- Administered 24x7 end-user supports
- Troubleshooted circuits - 56k, ISDN, T1s
- Installed and configured CSU/DSUs