

André Sanz

Director – Technology Risk, Governance & Vulnerability Management

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Enterprise cyber risk executive with 20+ years driving vulnerability remediation, regulatory readiness, and operational risk reduction across healthcare and financial services. Proven record coordinating zero-day response within 72 hours, closing high-severity events with zero missed deadlines, and translating technical risk into board-level action. Deep expertise across NIST, HIPAA, SOX, and PCI-DSS control environments.

CORE CAPABILITIES

Enterprise Vulnerability Management • Technology & Cyber Risk Leadership • Audit & Regulatory Control Response • Zero-Day / Critical Vuln Response (72-hr) • GRC Tooling & SIEM Oversight • Technology Governance & Debt Reduction • Executive & Board-Level Communication • NIST / HIPAA / SOX / PCI-DSS Frameworks • Cross-Enterprise Program Execution

CERTIFICATIONS & TECHNICAL PROFICIENCY

Frameworks & Standards: NIST CSF, HIPAA, SOX, ITIL

Tools & Platforms: Qualys, ServiceNow (ITSM & GRC), Splunk (SIEM), Jira, Archer

Certifications: ITIL Service Manager

PROFESSIONAL EXPERIENCE

Evernorth Health Services (Cigna) | Principal – Technology Risk & Governance 2023–2026

Enterprise point of contact for Technology Risk across the Cigna Information Protection (CIP) organization, Global Infrastructure & Operations, and Audit. Operated within HIPAA and SOX regulatory control environments.

- Built enterprise vulnerability governance framework covering 10,000+ assets; reduced mean-time-to-remediate (MTTR) for critical findings by 18% within the first 12 months.
- Established centralized reporting and governance for vulnerabilities, audit issues, and technology debt — providing executive visibility into risk posture and remediation performance across 4 business units.
- Drove cross-organization accountability, accelerating closure of multiple audit findings and reducing open critical vulnerability backlog by >20%.
- Partnered with security, infrastructure, and audit teams to ensure alignment with HIPAA and internal SOX controls, achieving zero control failures in annual audit cycles.

Wells Fargo | SVP & Senior Manager – Technology Operations & Risk Programs 2017–2023

Led enterprise technology risk operations and built the firm's Emergency Vulnerability Response function in a heavily regulated financial services environment (SOX, PCI-DSS).

- Established and led Emergency Vulnerability Response function — managed 17 high-severity zero-day events with 100% on-time remediation and zero regulatory escalations.
- Directed enterprise risk and performance reporting for senior leadership, reducing reporting cycle time by 25% through automated dashboards.
- Oversaw Incident, Problem, Change, Release, and Knowledge Management governance for infrastructure environment supporting over 2,000 customers.
- Coordinated cross-functional teams of 50+ across technology and security to reduce operational and cyber risk exposure, achieving 15% reduction in critical open vulnerabilities year-over-year.

GE Capital | Operations Leader – Technology Infrastructure & Vulnerability Risk 2015–2017

- Led 24-person operations team supporting 24/7 enterprise Wintel and Unix environments across 3 data centers.
- Implemented vulnerability monitoring and remediation oversight, reducing unpatched critical CVEs by 20% within 6 months.
- Managed vendor operations and SLA performance across multi-client environments; improved on-time delivery from <20% to >65%.

GE Capital | Service Delivery Manager*2013–2015*

- Ensured performance and availability of critical banking applications supporting \$6B in managed assets.
- Improved SLA performance by ~20% through incident recovery process redesign and governance improvements.

GE Capital | Senior Program Manager*2007–2013*

- Delivered enterprise risk-reduction initiatives including disaster recovery readiness for revenue-critical systems serving 4+ business lines.
- Managed 10+ concurrent infrastructure and application releases; reduced release-related incidents by 50% through improved change governance.

Altria Corporate Services | Senior Program Manager / Solutions Architect*2003–2007*

- Delivered global network and data center initiatives supporting financial systems across 5 countries; completed flagship infrastructure program 3 months ahead of schedule.
- Implemented shared services infrastructure reducing operational overhead across global support operations.

EDUCATION

MBA – Information Decision Technology Management | Iona College**MS** – Public Administration | Long Island University**BS** – Criminology | Long Island University