

Sergio Vigo Rituerto

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PROFILE SUMMARY

Cybersecurity specialist with extensive experience across IT and Telco industries. I have developed expertise in cybersecurity services operations, strategic planning, and governance, covering managed and services (SOC/CSIRT, DevSecOps), technical and compliance advisory and support services. I have successfully led cybersecurity service delivery teams, managed large-scale security operations, developed service portfolios, and enhanced business processes to improve efficiency and profitability. My experience includes financial and business planning, service operations, project management, and team leadership, ensuring the alignment of services with business objectives.



WORK EXPERIENCE

Head of Cybersecurity Services Operations (EULEN Seguridad)

Sep 2024 – Feb 2025

As the Head of Cybersecurity Services Operations, I was responsible for overseeing the delivery of managed security services, cybersecurity consulting services. My key responsibilities included:

- **Operations and Service Delivery Management:** Led Service Ops., including SOC/CSIRT, incident management & response, security architecture, vulnerability management, and OSINT & Social Media Threat Intelligence monitoring.
- **Financial Management:** financial planning, forecasting, and cost control to ensure profitability.
- **Team Leadership:** Managed cross-functional teams, including analysts, consultants, and tech. specialists.
- **Sales Support:** Collaborated with sales teams to provide technical and operational expertise during the pre-sales process. Conducted product demonstrations, developed proposals, and addressed client queries to secure new business opportunities.
- **Customer and Partner Engagement:** Ensured service delivery and relationships with clients and partners.
- **Strategic Growth:** Contributed to the expansion of the services portfolio, leading and aligning offerings with market needs.

Head of Cybersecurity Services Operations (MTP – Cibereso)

Jul 2022 – Feb 2024

Managed and delivered managed and professional cybersecurity services.

- **Project Management:** Coordinated cybersecurity projects (GRC consulting, technical security assessments, security architecture, SDLC/DevSecOps advisory)..
- **Sales and Pre-Sales Support:** Supported business development, pre-sales, and sales strategy. Created marketing content (blog posts, landing pages) and participated in cybersecurity events.
- **Vendor and Partner Management:** Managed partnerships and vendor relationships.

Information Security Officer (Sabio Group)

Jan 2021 – Apr 2022

Led the information security program for Sabio Group's ML European business units.

- Managed GDPR and ISO 27001 compliance, risk management, and security awareness programs.
- Oversaw third-party risk management and security assurance.
- Provided guidance on **Business Continuity, Incident Response, Data Privacy, SDLC, Risk and vulnerability Management.**

Network & Security Operations Manager and Project Manager (OESIA)

Jul 2020 – Jan 2021

Led and managed operations and engineering team (10) for the Ministry of Justice (Spain). Developed and delivered projects (security infra, ENS). In charge of service delivery, cost control, team mgmt., and project coordination.

Cybersecurity Freelance Advisor (Sothis)

Jul 2018 – Jan 2020

Conducted a consulting project for a cybersecurity provider, offering guidance on developing **managed security services** and enhancing **Security Operations Centre (SOC)** and **Computer Security Incident Response Teams (CSIRTs)** capabilities, along with providing support for customer projects.

Telefónica Business Solutions

Apr 2015 – Mar 2018

Positions and main functions:

Information Security Officer

(May17 – Mar18)

- Contributed to **governance and strategic planning** (Security Master Plan) and implemented action plans to improve security posture and resilience. Maintained **information security and privacy policies** and awareness programs.
- Supported customer services and business units in **Business Continuity and Disaster Recovery Plans, vulnerability and patch management, risk reporting, and compliance** validation for customer proposals.
- Ensured compliance with **ISO 27001, ISO 22301, ISAE 3402/SOC2, NIST, and CSA Star.**
- Advised and supported internal **security incident response process.**

Global SOC Head Manager

(May15 – May17)

- Managed Global **Cybersecurity Services & Operations:** Digital Surveillance (OSINT, SOC-MINT), Ethical Hacking, Managed Security, Network and Cloud Security Services.
- Built a 24/7 global **SOC (45 staff):** Developed management framework and service delivery model, designed and deployed SOC IT infrastructure and established operating procedures.

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- **Led pre-sales, service development, and security operations.**
- **Managed provider relationships:** RFPs and outsourcing security services.

Network Security Engineer (Entelgy – Telefonica Global Solutions)

Jul 2013 – Apr 2015

- **Network & Security L3 Support** in OSS Tech Planning Area
- Managed Network and Security projects and coordinated Data Center infra deployments.
- Collaborated in the **budget design and control**.
- System and Network equipment **homologation** (Security compliance assessment).
- Documentation Maintenance: service technical and operational manuals, network diagrams, troubleshoot. guides, etc.

Network Security Consultant (Airon)

Apr 2013 – Jul 2013

Accomplished a project based on security hardening of network, systems, services, and business.

Solium e-Service Center

Nov 2002 – Jun 2011

Positions and main functions:

IT Consultant at Engineering R&D Unit. (2 years)

- Developed **Business Plans and Services** for IT Portfolio.
- **IT governance consulting project** based on ITIL/COBIT. Assessment and Implementation of IT service policies and procedures for an entertainment ticket sales company.
- **Business continuity and IT disaster recovery plan** consulting projects (e.g., international bank)
- **Intrusion Detection System** implementation project for an e-commerce and payment processing services company.
- **Pre-Sales support.** Designing IT systems, network, and security infrastructure solutions.
- Provided **senior executive support** and reporting to the director of the company.
- Responsible for information security and privacy (**LOPD**) internal policies.

Customer Service Manager/Project Manager (3 years)

- **Service Delivery:** Led and managed customer base services. Responsible for relationships, SLAs, dashboards/reports.
- **Project Mgmt.** Definition, planning, and deployment of security/network/system infrastructure. Coordinating work of technical staff. Elaborated documentation (Inventories, network maps, etc.).
- Expert Technical advisory and hierarchical escalation and availability.

System/Network/Security Engineer (3 years)

- **Service Delivery Support:** Deployed and maintained customers' technologies and infrastructure.
- **Team Mgmt.:** Coordination of technical support (L1/L2 system and network operators) and staff training.
- **Documentation Maintenance:** Operating procedures, technical manuals, network diagrams.
- **Security Incident Management and Response** (support, post-incident analysis and reporting)

IT System Engineer (Quebecor Media Group)

Jan 2001 – Aug 2002

RFID/RF Product & Technical Support Manager (Intermec Technologies)

Sep 1999 – Dec 2000

IT System Engineer (ICO & Banif Bank)

Dec 1998 – Sep 1999

EDUCATION

Bachelor's degree in computer science engineering from Univ. of Deusto

CERTIFICATIONS & FURTHER STUDIES

- ISO/IEC 27001 Lead Auditor.	- Logtrust Cert. Specialist	- Android, Apps Development (UPV)
- CISM – ISACA	- Bluecoat Cloud Services Support.	- ITIL Foundations.
- CISSP – Isec Auditors	- Akamai Cloud Security Services	- Management Skills & Abilities (CEIM)
- Palo Alto MSSP Platform. 8.0	- HP ArcSight ESM Administrator	- Team Management (CEIM)
- Zscaler Certified Cloud Admin	- FireEye Engineer	- Master Univ. Mondragón – Inter
- HNCA/HNCP Security – Huawei	- Cisco CCNP Security	Organizational InfoSystems.

TECHNICAL SKILLS

- ◆ **Networking Technology & Solutions:** Routing, Switching (Cisco, Juniper, Huawei, HP, 3com, Dell), WIFI technologies, Microsoft Network, TCP/IP, Load balancers, DNS.
- ◆ **IT System Technology & Solutions:** OS (UNIX, Linux, Wintel, Apple, Virtualization), Databases, HA, Storage & Backup, OSS/Monitoring systems, Web/Application Servers, Directory Services
- ◆ **Security Operations Technology:** SASE, Log Management, Security Analytics, SIEM, SOAR, SIRP, EDR, IDS/IPS, TIP, Firewalls, CASB, VPN, OSINT, Vulnerability Management
- ◆ **DevSecOps & Secure SDLC Technology:** CI/CD Security, SAST, DAST, Kubernetes, Containers
- ◆ **Governance & Compliance Technology:** GRC Platforms, Risk Analysis, Third -Party Risk Management Platforms
- ◆ **Network Security Solutions:** Fortinet, Checkpoint, Stonegate, PaloAlto, Juniper SSG/SRX, Netasq, iptables, pfsense
- ◆ **Incident Detection & Response Solutions:** Elastic ELK SIEM, Arcsight, QRadar, Devo, Snort, Suricata, Wazuh, FirEye ATP, McAfee EPO, Wazuh, MISP, Tenable Nessus, Retina, TheHive
- ◆ **Cloud Security Solutions:** Azure, AWS, GCP, Zscaler.

LANGUAGE SKILLS

- ◆ **Spanish:** Native
- ◆ **English:** B2 (Cert.), Fluent in written and spoken
- ◆ **French:** Reading skills.