

# MARK POTVIN

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## Profile Summary

Data-driven and dedicated IT/cybersecurity professional, with over 14 years, of information technology, security, and intelligence experience in senior leadership roles within national defence, academia, and private sector. Operations focused team player that can collaborate with partners and stakeholders. Proven leader at multiple levels with ability to focus on operational tasks, while able to be a strategic, forward-looking planner. Strong communication skills, trouble-shooter, and a results-driven innovator.

## Highlight of Skills and Qualifications

- Leadership and Team Development – mentoring, leading cross-functional teams, performance management, team-building techniques, employee training to enable force development, and succession planning to support organizational growth.
- Project Management – Agile & ITIL methodologies, IT service management (ITSM), resource planning, budgeting, change control, and experience leading and managing internal IT systems and supporting process integration with delivery partners.
- Advanced Technical Skills – Windows Server environments, Active Directory and Zero Trust framework, DNS, networking, firewalls, VLANs, VPNs, PowerShell and Python for automation and analytics. Experience with MS Azure, O365, and Office Suite.
- Secure IT and Asset Management – Experience managing secure IT systems and sensitive equipment, including deployment and compliance of classified protocols of controlled access environments while supporting lifecycle management.
- Cybersecurity – knowledge of vulnerability management systems and cybersecurity frameworks, such as ISO 27001 and NIST CSF 2.0, and MITRE ATT&CK framework. Experience in IR management and platform protection. Extensive background designing and delivering cyber training in VMware environments involving triaging alerts, threat hunting, and technical reporting.
- Strategic Planning and Analysis – developed technical roadmaps and advised on enterprise IT solutions. Experienced as chair of multiple boards and committees to conduct gap analysis of CAF cyber capability to develop course content. Lead technical consultant for multiple Statement of Works and provided expertise for Request for Proposals (RFP) to ensure long-term strategic success of CAF cybersecurity training and establish framework of CAF Cyber Training Centre of Excellence.
- Communication Skills – Effective interpersonal and written communication skills demonstrated through regular liaison with internal stakeholders and executive briefings as a technical advisor to support operational alignment and mission success.
- Resource Management – Supervised procurement of IT hardware, monitored IT asset inventories, and ensured the operational readiness of systems through proactive maintenance, equipment forecasting, and logistical oversight.
- Government of Canada Security Clearance – LEVEL III (Top Secret)

## Experience

### Signal Officer, Royal Canadian Army – Canadian Armed Forces (CAF), 2014-2025

- Accountable for overseeing communication systems and ensuring they are secure, reliable, and efficient.
- Enabled command and control across several platforms, ensuring coordination between soldiers, and preserving communication throughout operations by designing and developing IT systems and information management (IM) plans.
- Provided direct support to cyber and signal intelligence operations, as well as research and development in academia.

#### Significant assignments include:

- **Research Assistant (Major)**, Department of Mathematics and Computer Science, Royal Military College (RMC), 2025
  - Directed quality assurance (QA) evaluations in support of long-term academic planning for undergraduate and graduate programs, applying data analytics and diligence to streamline communication workflows, accelerate approvals, and strengthen interdepartmental coordination in line with institutional objectives.
  - Leveraged expertise in MS Word, Excel, and Project to manage complex data mapping between degree-level expectations and learning objectives, supporting curriculum development, scheduling, and regulatory reporting.
  - Contributed to the design and refinement of program learning outcomes, course syllabi, and assessments to align with academic and industry standards, including artificial intelligence, ITSM, and cybersecurity competencies.
  - Produced tailored QA process documentation and presented strategic findings and recommendations to executive-level audiences, demonstrating strong communication and critical thinking skills.
  - Developed and implemented a modernized information management (IM) plan that advanced departmental strategic objectives and ensured timely completion of QA initiatives, aligning program with established degree requirements.
  - Gained substantial experience in research and academic environments, including navigating funding processes and service-level agreements; Current research at RMC focuses on leveraging deep learning models for anomaly detection in vehicle networks allowing for a forward-looking approach to threat modeling, and digital infrastructure security.

- **Team Lead, Service Management (Major)**, Directorate Land Command Systems Program Management, 2023 – 2024
  - As an IT project manager, responsible for the designing and building of state-of-the-art servers on deployable enterprise networks in coordination with key stakeholders to support ongoing operations.
  - Ensured security program and protection of information assets and technology through frequent upgrades and patching of deployed systems as well as oversaw IT unit system audits for oversight and compliance.
  - Directed cross-functional teams of military personnel and civilian contractors, providing leadership, coaching, and performance oversight in the successful delivery of secure Command, Control, Communications, Computers, Intelligence, Surveillance, and Reconnaissance (C4ISR) capabilities across distributed environments.
  - Built and scaled communication IT workflow processes across multi-unit stakeholders and streamlined the feedback loop to effectively coordinate future server upgrades and ensure operational readiness.
  - Authored comprehensive technical documentation and delivered executive-level briefings, ensuring alignment of IT initiatives with organizational goals and strategic priorities.
  - Applied management consulting and critical thinking skills in an IT service environment to deliver client-facing solutions that addressed mission-critical requirements, ensuring service reliability, operational cohesion, and measurable results for stakeholders.
  
- **Cybersecurity Standards Officer (Capt)**, Directorate of Cyber Operations Force Development, 2019 – 2023
  - Led a detachment of cross-functional specialists that supported the delivery and development of cybersecurity individual training and education through a service level agreement, increasing CAF cyber capability by over 40%.
  - Directed team of analysts on multi-national cybersecurity red versus blue exercise, while managing incident response tactics, refining standard operating procedures, and maintaining networks, servers, and troubleshooting any issues.
  - Collaborated closely with RMC and other academic partners to design and modernize cyber curriculum, ensuring training aligned with evolving industry and academic standards while advancing research-informed practices.
  - Contributed technical expertise and advised on resource allocation and long-term planning for \$2M+ cybersecurity training contract through RFP process with Public Services and Procurement Canada, ensuring investment in the growth and development of cyber operator individual and education training plan and CAF strategic cyber capability.
  - Managed an annual training budget of \$250K to provide team with professional development opportunities, such as courses, workshops, and conferences, to maintain technical skillsets, knowledge, and core competencies.
  - Designed curriculum and generated key learning objectives of various cybersecurity courses, such as cyber defence analyst, malware analysis, digital forensics, cloud security, and penetration testing, as well as cyber awareness.
  - Provided technical guidance and advice to general officers and key stakeholders within CAF cyber force to enable strategic plans of developing the CAF cyber capability through personnel force generation and the designing of future CAF cyber training establishment to force multiple overall cyber strength.
  
- **Operations Officer, Electronic Warfare / Signals Intelligence (Capt)**, 21 Electronic Warfare Regiment, 2014 – 2018
  - Managed a team of 25 soldiers in the execution of electronic warfare and signals intelligence (EWSI) operations to support battalion and brigade level exercises in both light (dismounted) and medium (mobilized) troops.
  - Planned and coordinated live EWSI operations in a \$750K training environment with Canadian and international Five-Eye partners in coordination with other government departments, such as CSE.
  - Designed and deployed high security zones in several training environments in accordance with CSE policies and procedures, which included multi-layered physical security plans, rapid response for crisis situations, command, and control communication plans, as well as robust power and network designs and conducted security audits.
  - Responsible for the tracking, storing, and managing of various top security EWSI equipment and vehicle platforms to ensure all deployable kits were ready for operations in training/operations in accordance with compliance guidelines.

**Business Analyst**, OpenText Corporation, Waterloo, Ontario, Canada, 2011 – 2013

- Led cross-functional initiatives within the web marketing team by managing and delivering IT projects, such as the design and development of web applications, portal pages, and product management, to support interoperability.
- Acted as a liaison between stakeholders and technical teams to gather, document, and validate business requirements, ensuring alignment with project goals and timelines; utilizing Agile methodologies to drive iterative development processes, prioritize tasks, and facilitate regular sprint planning and review meetings.
- Configured internal DNS servers, oversaw all corporate domains, coordinated IT resources, managed external vendors, and controlled \$500K budget to ensure business continuity.
- Maintained clear communication across service partners and stakeholders while documenting decision points and deliverables and developing user acceptance test plans and technical documentation to support the successful delivery of new web projects.

## Education and Affiliations

**Master of Applied Science** (Computer Network Security), Royal Military College of Canada, 2021.

**Bachelor of Mathematics** (Honours Combinatorics & Optimization, Psychology Minor), University of Waterloo, 2013.

**Publication:** Potvin, M. J., & Leblanc, S. P. (2025). Detecting Malicious Anomalies in Heavy-Duty Vehicular Networks Using Long Short-Term Memory Models. *Sensors*, 25(14), 4430. <https://doi.org/10.3390/s25144430>

**ITIL v4 Foundation**, PeopleCert, 2026.

**ITSG-33**, Overview of Cyber Security and Privacy Management: A Lifecycle Approach, CCCS, Oct 2025.

**Participated in the Purple Team at CSE's Big Dig**, Classified Cyber Threat Discovery Workshop, Dec 2022.

**Certified ScrumMaster Agile Training**, Scrum Alliance, 2013.

## Volunteer and Community Involvement

**Board Member**, Kingston Christian School, 2026-present.

**Committee Member**, Motionball Kingston, 2025-present.

**Coach**, Church Athletic League - Kingston Hockey, 2024-present.

**Coach**, Kingston Baseball Association, 2023-present.

**Coach**, Special Olympics Ontario, 2009-present.

**Former Auxiliary Police Officer**, Hamilton Police Service, 2013-2014.

## KEY SKILLS AND EXPERTISE

- Leadership and Mentorship
- Network Security
- Cybersecurity
- Operating Systems and Platforms
- Security Risk Management
- IT Resource Management and Budgeting
- IT Service Management and Operations
- Cryptography
- Compliance and Governance
- Analytical and Problem-Solving
- Communication and Collaboration
- Academic Research and Continuous Learning