

**TowneBank**

**CYSE 368: Final Paper**

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## SECTION 1: INTRODUCTION

My name is Adarian Henderson, and I am a rising senior at Old Dominion University. I am majoring in Cybersecurity with a minor in Risk Management & Insurance. I've always had an interest and passion for technology as well as knowing that it is a field that will only become more advanced and consistently change and get better as time moves along. With that being said, the field of tech will always be in heavy demand of skilled and trained workers.

When I first began college, I made a plan/map of how I wanted everything to go throughout the four years, and doing an internship was a part of that plan. I knew that it was something that had to be done somewhere toward the end of my college experience, so I figured that it'd be best to do it during the summer in-between my junior and senior year. It is also quite common for students to do one during that time. When the time came, I was quite nervous because I would hear and see a lot of people talk about how hard it/was to get an internship. I applied for two, both within banks, TowneBank and Atlantic Union. I had secured and done interviews with them but was waiting on the results. I had gotten both and was then prompted with a tough decision. TowneBank's pay was lower than Atlantic Unions, but I knew that TowneBank would be a place to grow and have a family-like connection within the workplace after seeing their mission and values as an organization. I ended up going with TowneBank and hoped to learn as much as I could and maybe find a career path that I feel I may want to pursue, potentially be extended with TowneBank, and network within the organization.

## SECTION 2: ABOUT TOWNE & INITIAL EXPERIENCE

TowneBank is a main-street bank operating in 49 banking offices throughout Hampton Roads, Central Virginia, and Northeastern and Central North Carolina. TowneBank was started in 1999 and was built around the values of strong relationships and excellent service. TowneBank takes pride in its customer service and strives for nothing but the best when it comes to customer service. The goal is to build a family-like connection with each member and so to reach this goal TowneBank offers an array of services. TowneBank offers its services in mortgages, investments, luxury vacation rentals, insurance, and real estate all alongside the usual banking services.

In relation to orientation and training, I'll date back to the first week. The first day/orientation was on May 15<sup>th</sup>. It began at 9 am and consisted of introductions from figures within the organization like the president as well as the respective leaders of the different departments. During these introductions, we got to learn more about them and some history of TowneBank. There was trivia and some of the interns won iPads, AirPods, and other great prizes as well as everyone being served breakfast and lunch. Although I didn't win one of the prizes, it was a great

initial impression, nonetheless. After the first day, it was kind of just getting to meet people within the IT department and getting a feel for being in the office. I then got to meet with each of the managers which consisted of a CIO, a CISO, a blue team manager, a red team manager, and a cyber risk manager. Each manager provided a brief summary of what they do as well as some background information about them. This occurred so that the other 2 interns and I could see whom we would want to begin the rotation with. The current plan is to assign each intern to a manager and allow them to shadow, learn, and assist with projects and tasks for a certain amount of time before rotating to the next manager and repeating the process. This way of doing things ensures that each intern gets a taste of every team and learns a variety of things instead of only being limited to one field.

### SECTION 3: MANAGEMENT

Management at TowneBank is truly amazing. If you work within the organization, you'd know that there is indeed a main man and his name is Denys Diaz but you'd honestly never know from the way things are. There is no abuse of power or position and any one of the managers could pass as the main man. Every manager has one common goal and that is to provide the best learning experience possible to the interns as TowneBank does intern to hire. The structure consists of (from top to bottom) Senior Executive Vice President | Chief Information Officer Denys Diaz, Executive Vice President | Chief Information Security Officer Ryan Cochran, Senior Vice President | Information Security Architect Joe Johann, Vice President | Cybersecurity Manager Donald Beitman, Vice President | Information Risk Manager Jonathan Hitch. Under these five men are their respective teams of course and then me alongside two other interns. Although we are assigned to just one manager's team, the other managers still pitch in and teach any opportunity they can as it is in everyone's best interest that we succeed. Early in the internship, I got to meet with each manager and get to know them personally as well as tell them about myself and they are all amazing people in and outside the workplace. I feel that having managers that are so dedicated to my success helped me develop knowing that I had people with experience and relevant knowledge in my desired field of work in my corner.

### SECTION 4: MAJOR WORK DUTIES, ASSIGNMENTS, & PROJECTS

As stated previously, I got the chance to meet with every manager and learn a little about what each one does every day in their respective roles. I initially wanted to be under Joe Johann, the Information Security Architect (Red Team) but I was assigned to Jonathan Hitch of Cyber Risk. I am happy that things played out the way that they did because I genuinely have an interest in Cyber Risk and plan to pursue a career in that field. Since being assigned to Cyber Risk, I've worked on one major project and it consisted of me creating a spreadsheet with 140+ mitigations/controls and pairing them with one or more of the many policies, standards, and/or procedures that TowneBank has in place. My manager stated that after completing that, I'd match an artifact to each control to provide even more insight into the control. Since then, I've completed the project and learned why this project was so important. Because I was assigned to the Cyber Risk team, I will shadow and eventually do the work of a Cyber Risk Analyst. Two of the things that a Cyber Risk Analyst must do are vendor reviews and ISRAs. This spreadsheet that I put together basically provides a cheat sheet in a sense for the analyst and myself to look back on when answering the questionnaires on the vendor reviews and ISRAs for other vendors. While speaking of these vendor reviews and ISRAs, I've shadowed the current analysts and they've shown me how to complete these tasks. I was eventually able to take on the tasks of a Cyber Risk Analyst and offer my service to the organization. I was very willing to help and pitch in when and wherever I could, and this was very valuable as it not only provided me with valuable hands-on experience but also the team as a hold during the busy times of auditing and quarterly reports. Being able to take on and do these tasks was critical as it let them know that I am capable of the job and that put me up for consideration to be extended into the school year or hired full-time after graduating.

## SECTION 5: USE OF SKILLS, LEARNED SKILLS, & UNDERSTANDING OF THE SUBJECT