

Dale Hufford

Enterprise Identity Security Architect | Customer Success & Technical Advisory

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PROFESSIONAL SUMMARY

Enterprise identity security professional with 25+ years of experience architecting, implementing, and operationalizing IAM and PAM programs across Fortune 500 environments in healthcare, federal, and financial services. Combines deep technical expertise in privileged access management, identity governance, and Zero Trust architecture with a proven track record of managing \$6M+ ARR portfolios, driving product adoption, and delivering executive-level business reviews. One of few professionals who has delivered across both sides of the identity security lifecycle—from hands-on implementation and solution architecture in Professional Services to strategic post-sales advisory, retention, and expansion as a Technical Account Manager. Translates complex identity security requirements into compliant, scalable solutions aligned with FedRAMP, NIST, PCI-DSS, and SOX/SOC 2 frameworks.

KEY SKILLS & COMPETENCIES

Identity Security

PAM • IAM • Identity Governance & Administration (IGA) • Identity Lifecycle Management • Access Certifications • RBAC • SoD • Zero Trust • Credential Vaulting • Endpoint Privilege Mgmt • Provisioning/Deprovisioning • Identity Bridging (*NIX/AD)

Customer Success & Business

Enterprise Account Management • Strategic Growth & Retention • Executive Business Reviews • Revenue Forecasting • Technical Pre-Sales Support • Solution Design & Architecture

Infrastructure & Cloud

AWS & Azure • VMware & Hyper-V • Windows Server • Active Directory & Group Policy • PowerShell Automation • SQL Server • Office 365 Migrations

Compliance Frameworks

FedRAMP • FISMA • NIST 800-53/800-171 • PCI-DSS • SOX • SOC 2 • HIPAA

Tools & Platforms

Salesforce • Gainsight • ServiceNow • Jira • Azure DevOps • Generative AI & Prompt Engineering

Collaboration & Delivery

Cross-Functional Team Leadership • Technical Project Management • SLA Management • AI-Driven Documentation & Analysis

PROFESSIONAL EXPERIENCE

Technical Account Manager

Apr 2023 – Present

Delinea – Remote, United States

- Maintain 95%+ customer retention across a portfolio of Fortune 500 accounts in healthcare, federal, and financial services by serving as a trusted identity security advisor and aligning privileged access programs with evolving compliance and business requirements.
- Partner with Sales Engineers and Solution Architects to drive 30% adoption growth across enterprise PAM solutions—including credential vaulting, endpoint privilege management, and server-level access controls—improving CSAT scores by 18% YoY.
- Manage \$6M+ ARR renewal and expansion pipeline, consistently exceeding revenue targets by 15–20% through strategic identification of cross-sell and upsell opportunities across the identity security stack.
- Lead Quarterly and Executive Business Reviews for enterprise accounts, presenting identity security maturity assessments, adoption roadmaps, and compliance alignment strategies that increase multi-service utilization by 25%.
- Reduce renewal-related escalations by 40% through proactive technical engagement, solution-first issue resolution, and forward-looking identity program planning.
- Collaborate cross-functionally with Product, Engineering, and Sales to increase upsell conversion rates by 22% and compress the sales cycle by 15%, translating client security gaps into actionable solution proposals.
- Serve as a strategic technical advisor to CISOs, IT Directors, and PAM administrators, mapping privileged access, identity governance, and least-privilege strategies to FedRAMP, NIST, PCI-DSS, and SOX/SOC 2 compliance mandates.
- Integrate AI tools into internal workflows to automate QBR preparation, generate client-facing documentation, and extract actionable insights from platform telemetry—reducing manual analysis effort by 40%.

Professional Services Consultant

Oct 2019 – Apr 2023

Delinea (formerly Centrify Corporation) – Remote, United States

- Designed and delivered end-to-end identity security solutions for enterprise clients, architecting privileged access management and endpoint privilege management implementations aligned with client security frameworks, compliance mandates, and identity lifecycle requirements.
- Led solution architecture engagements from discovery through knowledge transfer, scoping role-based access models, credential vaulting strategies, and least-privilege policies tailored to each client's regulatory environment.
- Integrated *NIX and hybrid environments with Active Directory using enterprise identity bridging technology, enabling centralized identity governance and access control across heterogeneous infrastructure.
- Managed full implementation lifecycles—planning, architecture, configuration, testing, and post-deployment support—delivering projects on time and aligned with compliance objectives including FedRAMP, NIST, and SOX.
- Built long-term advisory relationships across complex, multi-industry enterprise environments, serving as a technical bridge between client security teams and product engineering.
- Applied prompt engineering techniques to accelerate client onboarding, develop technical enablement materials, and enhance internal implementation playbooks.

Systems Engineer II

Feb 2015 – Nov 2019

IGT – Las Vegas, NV

- Configured and deployed regulated technology systems across global casino properties under strict audit and compliance oversight, building deep experience in change management and controlled deployment processes.
- Built and maintained virtualized environments (VMware), Windows Server (2008/2012 R2), and SQL Server infrastructure supporting mission-critical production workloads.
- Provided end-to-end technical support including on-call incident response, root cause analysis, and system maintenance across legacy and modern platforms.
- Collaborated with regulatory bodies and internal stakeholders to ensure compliance-aligned system rollouts and continuous operational readiness.
- Authored troubleshooting documentation and runbooks supporting successful deployments across distributed enterprise environments.

Senior Systems Engineer

Sep 2011 – Feb 2015

Advanced Office Systems – Cromwell, CT

- Directed IT strategy for a managed services provider, delivering infrastructure and identity solutions across enterprise and mid-market clients.
- Spearheaded 50+ Exchange-to-Office 365 migrations with zero data loss across 1,000+ mailboxes, managing identity provisioning and access transitions at scale.
- Optimized migration workflows by 75% through custom PowerShell scripting and automation, reducing manual provisioning effort and accelerating project delivery.
- Led deployment and upgrade of 300+ servers (physical, Hyper-V, VMware ESXi), supporting domain upgrades, Active Directory restructuring, and infrastructure scaling initiatives.
- Maintained 95%+ SLA uptime across the client portfolio, driving satisfaction through continuous infrastructure improvement and rapid incident resolution.

EDUCATION

Master of Science, Computer Information Systems

2015

Regis University – Denver, CO

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

In Progress: CISSP – Certified Information Systems Security Professional (Expected 2026)

Certifications: CompTIA A+ · Secret Server Certified Engineer (Delinea) · Server PAM Certified (Delinea) · Privilege Manager Certified Engineer (Delinea)

Professional Affiliations: Member, CompTIA