

Joe D. Serrano, Federal Bureau of Investigation

Special Agent J.D. Serrano is a 20-year veteran of the FBI and has served in the McAllen, Texas; Puerto Rico; Charlotte, North Carolina and Dallas offices.

SA Serrano has worked in multiple investigative programs and worked on Organized Crime & Drug Trafficking investigations seizing over 12,000 pounds of marijuana and over \$1M in cash and assets; worked Violent Crime to include kidnappings and gangs, worked Counter-terrorism matters leading to locating a 15-year Domestic Terrorism fugitive and to the identification of a significant International Terrorism subject. SA Serrano is also a Certified Crisis/Hostage Negotiator, a Certified EEO Mediator and was a member of the Evidence Response Team, the FBI's Crime Scene Team, for 17 years.

For the last 7 years, SA Serrano has been assigned to the Cyber Crime program responsible for investigating computer intrusions in both the criminal and national security forums and recognizes the impact computer intrusions and cyber incidents have on businesses of all sizes.

This presentation serves to provide the audience, in particular, sole-proprietor and small-to-large businesses, an understanding of the most common threats that could potentially impact business operations, to give consideration to the types of data that need to be protected in a network and to initiate evaluations of the investment necessary to protect those networks.