KAREN DOYLE
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Vulnerability Manager ✦ Technical Writer/Trainer ✦ ISO 9001 Lead Auditor ✦ Project Manager ✦ Business Continuity/Disaster Recovery Manager

Results-oriented IT Professional with a proven track record in technical communication, quality assurance, business continuity, and vulnerability management. Skilled in developing clear and concise technical documentation, implementing and maintaining ISO 9001 quality management systems, conducting comprehensive vulnerability assessments, and designing robust disaster recovery and business continuity plans to minimize disruption and ensure business resilience.

EXPERIENCE HIGHLIGHTS

IT Security Compliance | Vulnerability Manager
- Successfully implemented and continuously maintained the RSA Archer and ServiceNow GRC platforms, ensuring seamless governance, risk, and compliance operations.
- Expertly managed comprehensive vulnerability assessments, penetration testing, and risk assessments, identifying and mitigating potential security threats to protect sensitive information.
- Collaborated closely with auditors and Information Security leaders to achieve full compliance with PCI, SOC, and ISO standards, facilitating thorough and successful audits.
- Led proactive efforts to identify and eliminate security gaps through strategic technical leadership and collaboration with cross-functional teams, enhancing overall security posture.
- Deployed and provided robust support for end-to-end vulnerability scanning and penetration testing programs, ensuring the timely identification and resolution of vulnerabilities.

Technical Writer/Trainer
- Designed and implemented award-winning, comprehensive training programs and a centralized knowledge base, reducing reliance on single points of contact and increasing knowledge sharing by 75%.
- Conducted needs assessments to identify training gaps and collaborated with subject matter experts to develop tailored training solutions.
- Created clear and concise technical documentation, such as user manuals, procedure guides, and training materials.
- Delivered engaging training sessions, leveraging adult learning principles and a variety of instructional methods, including classroom, online, and blended learning approaches which resulted in reducing system down time by an average of 6 hours globally.
- Evaluated training effectiveness through surveys, assessments, and performance metrics.

ISO 9001 Lead Auditor
- Optimized the ISO 9001 program by leveraging virtual audit and remote verification technologies, increasing audit efficiency and reducing travel costs by $150k annually.
- Conducted comprehensive audits to assess compliance with ISO 9001 standards.
- Led successful certification audits to ensure organizational excellence.
- Utilized root cause analysis to identify and address quality issues.
- Implemented robust corrective and preventive actions to mitigate risks.
- Facilitated process improvement initiatives to enhance efficiency and effectiveness.

Disaster Recovery | Business Continuity
- Developed and implemented comprehensive disaster recovery and business continuity plans to minimize business disruption and ensure rapid recovery.
- Conducted regular business impact analyses to identify critical business functions and prioritize recovery efforts.
- Performed disaster recovery drills and tests to validate the effectiveness of plans and identify areas for improvement.
- Managed the restoration of IT systems and data in the event of a disaster.
- Collaborated with cross-functional teams to ensure seamless coordination during disaster recovery efforts.
- Maintained up-to-date documentation for disaster recovery and business continuity plans.
- Provided ongoing training and awareness to employees on disaster recovery procedures.

EMPLOYMENT HISTORY

AT&T SERVICES INC.

IT Vulnerability Manager (Cybersecurity)	**10/2021 – 5/2024**
ISO 9001 QMS Lead Auditor	**4/2019 – 10/2021**
Principal-Technology Security (Information Security Compliance)	**12/2016 – 3/2019**
Principal-Technology Security (Vulnerability Management)	**11/2015 – 12/2016**
Service Continuity Professional (IT Disaster Recovery)	**12/2012 – 11/2015**

ADDITIONAL RELEVANT EXPERIENCE

- **AT&T SERVICES INC.**
    - **Business Manager IT (IT Disaster Recovery)**
    - **Sr. Systems Analyst (IT Operations/IT Security)**
    - **Technical Writer/Trainer (IT Operations)**
    - **Project Coordinator (IT Operations)**
- **Dallas County Community College – Adjunct Instructor**
- **Houston Community College – Adjunct Instructor**

EDUCATION

Master of Business Administration, Specializations: Knowledge and Learning Management
Walden University

Bachelor of Science (BS) in Computer Science, Minors: Applied Mathematics, Statistics, and Quantitative Methods
University of Houston

PROFESSIONAL CERTIFICATIONS

- ISO 9001 Lead Auditor / ISO 9001 Internal Auditor
- Certified Business Continuity Professional (CBCP)
- Project Management Professional (PMP)