

DOUG MARSH

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EXPERIENCE

2016 – PRESENT

TECHNICAL WRITER AND PRODUCT SUPPORT, RISKWATCH INTL

- Created over thirty security best practices and regulatory compliance checklists for compliance assessments.
- Created all user guides for RiskWatch's SaaS applications.
- Maintained RiskWatch wiki page using MediaWiki.
- Created all instructional content for Appcues customer onboarding tool and revised it after each new release.
- Created RiskWatch's application release notes for each new version.
- Created scripts for application tutorial videos.
- Created risk assessment tools for the RiskWatch website to improve SEO and drive lead generation.
- Conducted user experience and use case testing on RiskWatch's products, reported any found issues, and suggested improvements in the JIRA ticketing platform.
- Collected user feedback and submitted feature request tickets in JIRA.
- Wrote security policies and updated them as requirements changed.
- Continually researched security standards and government regulations to ensure internal policies met current requirements and that RiskWatch's application content remained up to date.
- Wrote request for proposal documents.
- Reviewed all client agreements to ensure that RiskWatch met all requirements and that RiskWatch's interests were protected.
- Provided one-on-one software support to customers via email or Zoom
- Created and managed security awareness program materials used for annual employee training.
- Provide questionnaire responses to detail RiskWatch's implemented security controls for vendor risk due diligence.
- Collaborated with Sales, Marketing, and Software Development personnel.

E2010 – PRESENT

TECH CONSULTANT, DESTINATION KNOWLEDGE

- Provide technology and security consultation

2017 – 2020

PARTNER, TITLE BOXING CLUB UNIVERSITY PARK

2011-2014

GRAPHIC DESIGNER, ATD OF SUNCOAST

PAST EMPLOYMENT (PRE-2010)

PARTNER, HIGH PERFORMANCE GRAPHICS

EDUCATION

MS INFORMATION SECURITY, LEWIS UNIVERSITY 2016

BFA, NORTHERN ILLINOIS UNIVERSITY