

PROVIDING EXECUTION STRATEGY AND SUPPORT TO POWER TEAM SUCCESS

EXPERIENCE

APPLE INC., CUPERTINO, CA

NOVEMBER 2016 – PRESENT

Security Project Manager

- Manage multiyear, complex, cross-functional, country specific regulatory security initiatives. Including partnering with development teams to understand and implement security requirements/regulations, developing threat models and architecture diagrams, determining scope and focus of security testing, and managing coordinated security testing across several different environments.
- Manage, prioritize (through risk evaluation), and execute all security reviews and large-scale security projects through partnerships with development teams within the Internet Services and Software division
- Develop and manage internal processes for security review lifecycle, including building internal productivity tools to manage and track all reviews, helping to integrate automated scanning into partner teams SDLC, driving security review projects from the planning phase to completion, and authoring all security review lifecycle documentation.
- Execute vulnerability management program including assisting partner teams to understand and efficiently remediate security vulnerabilities.
- Author and present monthly operational reports identifying and quantifying key performance indicators for senior management within Internet Software and Services division.
- Manage relationships and budgets with all third-party security vendors including identifying, selecting, and negotiating terms with new vendors, and determining and executing financial plan of annual \$5 million budget.

NCC GROUP SECURITY SERVICES, PART OF NCC GROUP PLC, SAN FRANCISCO, CA NOVEMBER 2015 – NOVEMBER 2016

Project Manager

- Manage security consulting engagements end-to-end including preparing on-boarding and client readiness documents, scheduling consultants based on project's needs, managing all client communications, assisting client with the engagement preparation both logistically and technically, leading all client meetings, supporting client and consultants for the duration of the engagement, and closing out engagements to ensure client satisfaction is obtained.
- Act as dedicated project manager for seven large technology companies. This includes managing large annual budgets, scoping and scheduling projects, managing preparation of engagements with multiple teams within the client organization, problem solving technical, logistical, and operational issues that arise, and managing internal consulting teams to consistently meet and exceed client expectations.

DOMAIN SERVICES, PART OF NCC GROUP PLC, SAN FRANCISCO, CA

AUGUST 2014 – NOVEMBER 2015

Security Operations Project Manager

- Develop the customer experience process from inception through long term client support. This includes formulating, producing, and iterating internal and external workflows and collateral to ensure all client experiences are consistent across teams.
- Manage Security Operations Engineering team to ensure project activities, deliverables, and milestones are on-time and meet client expectations.
- Manage all client interactions including leading weekly status meetings, generating and writing client facing reports, addressing client frustrations and/or product related complaints.
- Manage and report weekly security operations program information to senior management including delta of SLA to actual SOC engineer performance, individual client progress, SOC engineer and client feedback on product, and overarching team morale.
- Interview and survey clients frequently to gauge client satisfaction regarding on-boarding procedures, SOC client communications (response time and accuracy), and product workflow, features, and functionality.
- Plan, execute, and host client appreciation events and onsite client meetings.

ARTEMIS INTERNET INC., PART OF NCC GROUP PLC, SAN FRANCISCO, CA

NOVEMBER 2012 – AUGUST 2014

Chief of Staff

Operations

- Develop key performance indicators for revenue and expense performance and socialize them with senior staff.
- Create and continually improve performance evaluation framework and metrics, develop strategy for tying evaluations to bonus plan, and socialize such metrics with all employees.
- Collaborate with senior staff on a weekly basis to assess performance against KPIs, helping to escalate performance hurdles and identify successful behaviors.
- Lead Annual Operations Plan (AOP) meetings with parent company CEO, including to present on team performance, provide summarized employee feedback, and raise questions about key strategic decisions.
- Work with finance to forecast expenses, resulting in 22% improvement in accuracy.
- Author internal communications, through periodic email newsletters, and ad-hoc company-wide announcements.

Program Management

- Build cross-functional relationships that serve as an asset for managing complex, cross-company programs.
- Coordinate and document key decisions from product development and sales strategy meetings and follow-up with relevant individuals from engineering, legal, policy, marketing, and sales to ensure timely execution of action items.
- Organize six client and general security conferences—including Trustycon.org, a security-focused conference that has garnered positive media coverage.

CERTIFICATIONS

Project Management Professional (PMP) License 1872681

EDUCATION

MILLS COLLEGE, LORRY I. LOKEY GRADUATE SCHOOL OF BUSINESS, OAKLAND, CA

MAY 2012

MBA

- Forte Fellow

MILLS COLLEGE, OAKLAND, CA

MAY 2011

B.A., Economics with Honors

- President of the Economics Club, Presidential Merit Scholarship recipient, Phi Beta Kappa Honor Society, Omicron Delta Epsilon Economics Honor Society