



ENTERPRISE IT OPERATIONS • IDENTITY GOVERNANCE • TECHNOLOGY TRANSFORMATION

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15+ Years in Enterprise IT | Startup to NYSE-Listed Fortune 500 | SOX • SOC 1 / SOC 2 • HIPAA

WHO I HELP & WHY

Keefe IT & GRC Consulting is a practitioner-led advisory firm that helps growth-stage, private equity-backed, and regulated organizations improve IT service delivery, strengthen identity and audit controls, and navigate major technology change, with senior-level expertise for hands-on delivery or practical advisory, without adding permanent headcount. I've run the service desk and worked directly with external auditors (Deloitte, PwC, KPMG), so recommendations work in production and hold up in an audit.

THREE CORE SERVICE OFFERINGS

01 IT OPERATIONS & SERVICE MANAGEMENT

Improve service performance, accountability, and cost visibility.

Service desk and IT service management (ITSM) transformation; service-level agreements (SLAs), backlog reduction, asset records, software licensing, IT budgets, and vendor oversight.

02 IDENTITY, SECURITY & IT GOVERNANCE

Simplify access, strengthen controls, and prepare for audits.

Onboarding and offboarding; identity and access management (IAM), automated provisioning, access reviews, IT general controls (ITGC), third-party risk, and continuity planning.

03 ENTERPRISE PLATFORMS & M&A INTEGRATION

Reduce disruption and risk during major technology changes.

Cloud platform consolidation; permissions and configuration governance; mergers and acquisitions (M&A) technology planning, data stewardship, and post-merger execution.

LEADERSHIP EXPERIENCE & MEASURABLE IMPACT

Selected results from five years at a regulated digital asset infrastructure company with a federally chartered trust bank, most recently as Senior IT Manager, scaling 24/7 global IT for ~800 users across nine global offices.

01 | IT Operations & Service Management

Led an IT service transformation that cleared a 700+ ticket backlog in six weeks, held a ticket-zero queue with 97% SLA success rate for time to resolution, reduced average handle time by 23%, and improved customer satisfaction from 3.8 to a sustained 4.9 out of 5.0.

02 | Identity, Security & IT Governance

Primary control owner for 10+ critical IT general controls (user provisioning & deprovisioning, quarterly access reviews, system administration, data center access) for 30+ SOC 1/SOC 2 systems and the SOX ITGCs for the NYSE IPO, with no audit exceptions.

03 | Enterprise Platforms & M&A Integration

Built and applied a four-phase acquisition integration playbook (Assess, Architect, Consolidate, Optimize) that consolidated multiple acquired environments, standardized identity and endpoint governance, and brought each into a 400-500 user environment through phased migrations piloted before full cutover with no disruption to business operations.

HOW TO ENGAGE

Start with a two-week, fixed-fee assessment: Service Desk Health Check, Access Controls & ITGC Readiness, or M&A IT Integration Readiness Review. Continue with a retainer, fixed-scope project, or hybrid. Book a 30-minute intro call at keefeitgrc.com.

SELECTED ENTERPRISE PLATFORMS & TECHNOLOGIES

Jira Service Management • Confluence • Atlassian Rovo • Okta • Microsoft Entra ID • Active Directory • Microsoft 365 • Google Workspace • Iru (Kandji) • Jamf Pro • Microsoft Intune • CrowdStrike Falcon • Keeper Enterprise • Drata • ProcessUnity

GOVERNANCE, RISK & COMPLIANCE EXPERIENCE

Hands-on: Sarbanes-Oxley (SOX) IT general controls (ITGC) • SOC 1 / SOC 2 Type II • ITIL 4 • HITRUST CSF / HIPAA
Framework alignment: NIST Cybersecurity Framework (CSF) • ISO/IEC 27001