



ENTERPRISE IT OPERATIONS • IDENTITY GOVERNANCE • TECHNOLOGY TRANSFORMATION

Karla Keefe | Founder & Principal Consultant | (605) 299-9011 | keefeitgrc.com | karla@keefeitgrc.com

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

CAPABILITY PROFILE

Hands-on enterprise IT leadership spanning service delivery, identity governance, endpoint security, data loss prevention (DLP), platform administration, technology integration, and audit support, drawn from prior roles.

ENTERPRISE OPERATING SCOPE

Managed IT operations within a 13-member global IT department delivering 24/7 follow-the-sun support to approximately 800 users across nine offices in the United States, Canada, Europe, Asia, and the Middle East.

SELECTED DELIVERY OUTCOMES

- Cleared a 700+ ticket backlog in six weeks; held a ticket-zero queue with a 97% SLA success rate for time to resolution; reduced average handle time by 23%; improved CSAT from 3.8 to a sustained 4.9 out of 5.0.
- Replaced a two-hour instructor-led onboarding session with a five-minute live orientation plus modular self-paced training, while enforcing auditable start-date access controls.
- 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.
- 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.
- Reported 36% ticket deflection through AI-assisted Knowledge-Centered Service (KCS) runbooks.

GOVERNANCE, RISK & COMPLIANCE EXPERIENCE

DIRECT HANDS-ON EXPERIENCE

- SOX ITGC | Quarterly user access reviews, segregation-of-duties testing, evidence packages, and audit liaison work with internal and external auditors (Deloitte, PwC, KPMG).
- SOC 1 & SOC 2 TYPE II | Audit readiness, physical security domain control enforcement, and continuous automated evidence collection.
- HITRUST CSF & HIPAA | Implementation and enforcement across healthcare infrastructure, SQL databases, clinical applications, and remote VPN endpoints.
- ITIL 4 | Incident, request, change, problem, and service catalog design and operations in Jira Service Management.
- DATA LOSS PREVENTION (DLP) | Configuration and governance of sensitive-data sharing restrictions, content inspection rules, collaboration-platform security policies, and endpoint device/media controls.
- CHANGE CONTROL BOARD (CCB) GOVERNANCE | Creation and administration of change approval workflows and production deployment staging.
- URAC | Clinical data analytics, audit reporting, and compliance verification.
- GDPR | Execution of user privacy and data security controls.

FRAMEWORK ALIGNMENT & PROFESSIONAL DEVELOPMENT

- ISO/IEC 27001 | Control mapping, Drata evidence monitoring, and third-party verification.
- NIST CSF | Security-domain control mapping and automated evidence tracking.
- ISACA ATLANTA CHAPTER | AI Auditing in High-Risk Industries (CPE, 2026)
- ATlassian | Cloud Organization Admin; Managing Jira Service Projects for Cloud
- LINKEDIN LEARNING | Complete Guide to Jira Administration; Microsoft SQL Server 2016 Essential Training



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ACQUISITION INTEGRATION APPROACH

Assess → Architect → Consolidate → Optimize: service mapping, infrastructure transition, acquired-user role mapping, least-privilege provisioning, credential vaulting, MDM/EDR/patching enrollment, and pre-access device compliance checks.

SYSTEMS EXPERIENCE INVENTORY

DIRECTORIES & IDENTITY MANAGEMENT

Microsoft Entra ID (Azure AD); Active Directory (Group Policy, LDAP, AD-integrated DNS); Google Workspace Enterprise Plus (DLP rules, content inspection, file-sharing restrictions, SAML SSO configuration); Okta (IdP, SSO, SCIM, Okta Identity Governance); Keeper Enterprise (credential vaulting and LastPass migration); Yubico 5 Series YubiKeys (FIDO2/WebAuthn hardware MFA, hardware-backed SSH and OpenPGP signing).

ITSM, PROJECT MANAGEMENT & COLLABORATION

Atlassian: Jira Service Management, Jira Software, Confluence, organization and site administration; Jira Assets / CMDB; Atlassian Rovo (AI search and KCS knowledge automation); Freshservice / Freshworks; Spiceworks; Slack Enterprise Grid (DLP policy enforcement, message/file-sharing controls, workspace integrations, channel security), Slackbot workflows, Slack AI; Zoom Workplace, Phone and Rooms; Microsoft 365, Exchange Online and Teams; Lattice (OKRs).

DEVICE MANAGEMENT & ENDPOINT SECURITY

Jamf Pro; Iru (formerly Kandji); Apple Business Manager and Apple Configurator; Microsoft Intune; ManageEngine; Automox endpoint patching; CrowdStrike Falcon (EDR, coordinated endpoint data protection and device/media controls).

GRC, RISK & LEGAL SYSTEMS

Drata (audit evidence collection); ProcessUnity (third-party risk management); Streamline AI (legal intake).

ERP, CRM, HRIS & BUSINESS APPLICATIONS

NetSuite; Salesforce; HubSpot; BambooHR; Greenhouse; ADP Workforce Now.

AI PLATFORMS & ENTERPRISE GOVERNANCE

Atlassian Rovo (enterprise search, Slack integration, and runbook generation); Claude AI (enterprise evaluation, Okta integration, role-based provisioning, least privilege); Google Gemini (enterprise administration, Google Workspace Enterprise Plus deployment, data privacy & access governance); Slack AI (workspace integration and workflow automation).

PHYSICAL SECURITY & CLOUD ACCESS CONTROL

LenelS2; Brivo; Avigilon Alta Open / Openpath; OptiSpaces AI / Spintly; Atlas Series Cloud Application (including 40 Wall St. tenant integration); DMP Security Control Panels / Virtual Keypad; ADT Pulse; Honeywell; Hikvision IP/PTZ/dome cameras and DVRs; biometric scanners, badge readers, electric strikes.

HEALTHCARE & CLINICAL APPLICATIONS

Essette Care Management Platform and Provider Portal; MCG CareWebQI; WebMD Ignite (formerly Healthwise); TRALE; on-site health screening devices.

DATABASES, TELEPHONY & NETWORK SECURITY

Microsoft SQL Server (administration, schema and permissions); Microsoft Access (legacy migration); 3CX VoIP (PBX, SIP trunks, DIDs, IVR, ACD); SonicWall Global VPN Client; Cisco Secure Client; NordLayer VPN / zero-trust network access.