

# Roxanne Badenhorst

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## EXPERTISE

**Risk Management:** I possess a demonstrated proficiency in identifying, assessing, and mitigating risks across diverse business sectors, ensuring adherence to regulatory standards and industry norms. I advocate breaking down silos and looking at Risk holistically across the business.

**Compliance Strategy:** With a proven track record, I excel in crafting and implementing tailored compliance strategies that address legal, regulatory, and internal policy requirements, aligning them seamlessly with organizational objectives.

**Governance Framework:** My extensive experience lies in the design and implementation of governance frameworks, aimed at optimizing organizational processes, promoting accountability, and enhancing transparency across all levels.

**Incident Response:** With strong leadership skills, I effectively orchestrate incident response initiatives, leading cross-functional teams to minimize the impact of security breaches or compliance incidents through swift and decisive action.

**Thought Leadership:** My thought leadership is characterized by my forward-thinking approach, my ability to steer complex regulatory landscapes, and my commitment to promoting a culture of proactive risk management and compliance. My insights and strategies are invaluable to any organization seeking to steer the ever-evolving challenges of today's business environment.

**Community Engagement and Collaboration:** Actively involved in community initiatives, I leverage my network to promote collaboration and knowledge-sharing not only on the cyber-security side but also community-based programmes that focus on the early development of education in kids. Through speaking engagements, mentorship programs, and collaborative projects, I contribute to self-development initiatives while building meaningful relationships based on trust and respect.

## CERTIFICATIONS

|   |                          |      |
|---|--------------------------|------|
| ACCISO  | EC Council               | 2024 |
| Lean Six Sigma Yellow Belt                      | 6sigmastudy              | 2024 |
| CISM  | ISACA                    | 2023 |
| ISO27001 Lead Implementer                       | PECB                     | 2023 |
| GRC Professional                                | OCEG                     | 2023 |
| TISAX   | BSI                      | 2023 |
| SOC 2 Implementer                               | Scytale                  | 2023 |
| ISO/IEC 27001:2022 Requirements Training Course | BSI                      | 2023 |
| ISO/IEC 9001 Senior Lead Implementer            | PECB                     | 2023 |
| OneTrust ESG Professional                       | OneTrust                 | 2022 |
| Lean Six Sigma White Belt Certification         | Aveta Business Institute | 2022 |
| Scrum Fundamentals Certified (SFC)              | SCRUMstudy               | 2021 |
| ISM Certified Scrum Master International        | Scrum Assembly™          | 2020 |
| Prince2 Practitioner                            | Axelos                   | 2019 |
| ITIL 4  | Axelos                   | 2019 |

## EXPERIENCE

As a Managing Executive of Consulting Services in Cybersecurity, Privacy, and GRC, I am responsible for leading and managing a team of consultants to deliver high-quality services that enhance clients' cybersecurity, privacy, and governance, risk, and compliance (GRC) practices. My role involves strategic planning, service delivery management, client engagement, team leadership, continuous improvement, business development, compliance, and technology integration. I ensure that our services align with business objectives, meet client needs, and comply with relevant laws and regulations.

|   |                    |
|---|--------------------|
| Managing Executive of Consulting Services, Infosec Advisory Group (Indefinite Contract)   | Jul 2024 - Present |
| <ul style="list-style-type: none"><li>Developing and implementing strategic plans to align cybersecurity, privacy, and GRC services with our client's overall business objectives.</li><li>Managing the delivery of consulting services to ensure they meet the needs of clients and are executed effectively and efficiently.</li><li>Engaging with clients to understand their specific needs and challenges and providing tailored solutions that address these needs.</li></ul> |                    |

- Leading and managing a team of consultants, ensuring they are equipped with the necessary skills and resources to deliver high-quality services.
- Continuously improving the quality of services offered by staying updated with the latest trends, technologies, and regulatory requirements in cybersecurity, privacy, and GRC.
- Contributing to the growth of the consulting services by identifying new business opportunities and expanding the client base.
- Ensuring that all services provided comply with relevant laws and regulations and that they effectively manage and mitigate risks.
- Integrating technologies into consulting services to enhance their effectiveness and efficiency.

**As the Head of Information Security, Privacy, and GRC I am responsible for leading a team of consultants and overseeing all aspects of information security, privacy, and GRC initiatives within the organization and for our clients. This role requires a deep understanding of cybersecurity, privacy regulations, and risk management, as well as strong leadership and communication skills to drive strategic initiatives and ensure compliance with industry standards and regulations.**

**Head: Managing Consultant, Risk X Data Assurance**

**Jun 2023 – Jul 2024**

- Directed a team of consultants, proficient in implementing information security, privacy, and GRC projects aligned with industry standards such as GDPR, HIPAA, POPIA, NIST, Cyber Essentials, PCI DSS, and ISO 27001.
- Forged a collaborative and innovative team environment, employing various tools and methodologies, including those aligned with Cyber Essentials, ISO family of standards namely 27001, 9001, 27701, 14001, 42001 and NIST frameworks, to consistently surpass client expectations with high-quality results.
- Developed and executed strategic plans, leveraging knowledge of various frameworks and compliance regulations like GDPR to expand our consulting practice.
- Proactively identified emerging threats and regulatory requirements, to develop resilient strategies for risk management and compliance, ensuring proactive mitigation and adherence.
- Acted as the primary liaison for clients, delivering tailored solutions aligned with frameworks like GDPR, HIPAA, POPIA, NIST, Cyber Essentials, PCI DSS, and ISO 27001, ensuring compliance and addressing unique needs.
- Led comprehensive risk assessments and audits, utilizing frameworks such as ISO 27001 and PCI DSS to identify vulnerabilities and ensure regulatory compliance.
- Stayed updated on the latest trends and technologies in information security, privacy, and GRC, providing thought leadership and expertise to internal teams and clients.
- Contributed actively to industry forums like ISACA, PECB, BSides, and CISA and CIO alliances.

**Service Delivery Manager, Risk X Data Assurance**

**Sep 2021 – May 2023**

- Spearheaded execution of client projects from inception to completion, ensuring alignment with deliverables.
- Automated and streamlined service delivery processes, resulting in enhanced efficiency and client satisfaction.
- Delivered exceptional client service by proactively addressing concerns, and feedback loops, and identifying improvements.
- Led cross-functional teams to ensure collaboration and alignment on client deliverables.
- Established strong client relationships by serving as the main point of contact, understanding their needs, and aligning service delivery to exceed expectations.

**Software Project Manager, Ignition Group**

**Feb 2020 – Aug 2021**

**Key objectives and targets:**

- Contribute to organizational business and budget planning process.
- Contribute to the management, operation, and performance of the Business Services Directorate; to ensure it meets its targets and supports the delivery of organizational and strategic goals.
- Proactively engage with Directors and senior managers to identify opportunities for business improvements.
- Manage the administration for project submissions and approvals through the agreed prioritization and approval process, maintaining a pipeline of approved projects.
- Ensure a clear and consistent approach is in place to manage risk with alignment to the Finance & Business risk registers and the corporate risk register
- Collate qualitative and quantitative information on project performance for the preparation and production of project reports for internal management purposes.
- Work closely with Business Services teams (as well as internal and external project partners where appropriate) to devise, develop, and deliver appropriate and proportionate systems to evaluate key activities at a project level.
- Ensure that information recorded in both electronic and hard copy meets with internal and external audit standards.

**Project Delivery:**

- Ensure detailed project, implementation or actions plans are created for the duration of each project as appropriate.
- Ensure projects have requirements documented and agreed to ensure that project activity meets agreed project objectives.
- Ensure monitoring of progress against all projects is timely and accurate and enables Sponsors and stakeholders to have visibility and sufficient information to make the required decisions.
- Run or attend (as appropriate) Project Boards or Steering Groups
- Ensure risks, issues and dependencies are being recorded, monitored, and proactively managed to minimize disruption to successful delivery.
- Participate in project reviews, approvals, and gating processes.

- Ensure the appropriate and relevant level of testing is in place for all projects e.g., System, regression, UAT with stakeholder sign-off as part of the gating process.
- Deliver an effective and timely schedule of project communications liaising with the relevant sponsors and stakeholders including the Communications Team.

#### **Project Delivery Approach:**

- Be an advocate of the organisations Project Delivery Approach
- Ensure standardized and relevant document templates are available from a central repository for business project team members.
- Encourage knowledge transfer and lessons learnt activities within the business project teams to drive best practice.

#### **Financials & Benefits Realization**

- Liaise closely with Business Services teams to ensure accurate & robust budget monitoring against project plans.
- Ensure a robust process of notification or escalation is in place to report on both underspend and potential overspend with the appropriate approvals sought for either situation.
- Prepare, or support the team, to tender specifications for the external commissioning of work packages as delivery components of projects where appropriate.
- Track and monitor benefits realization against planned targets.
- Ensure post project reviews are in place and include lessons learnt exercises which identify both positive and negative outcomes to be actioned.

#### **Senior PMO Coordinator, Ignition Group**

**Jan 2019 - Jan 2020**

- Orchestrated organizational business and budget planning processes, ensuring seamless alignment with strategic objectives, optimizing resource allocation, and enhancing overall operational efficiency.
- Directed day-to-day operations in the Project Management Office (PMO), overseeing team performance, and administering project submissions and approvals, fostering a culture of accountability and excellence in project execution.
- Streamlined project delivery by advocating for the organization's Project Delivery Approach, shaping requirements, and implementing new systems and processes, enhancing project transparency and efficiency.

#### **Account Manager (Telecoms), Ignition Group**

**Mar 2016 – Dec 2018**

##### **Relationship Management and the management of Business Initiatives and Projects:**

- Facilitate resolution of escalated project issues & concerns.
- Oversee and manage delivery expectation gaps and changes.
- Accountable for high level assessment of new initiatives with vendors.
- Escalate delivery gaps that occur including the late approval of documentation.
- Ensure completeness and quality of business requests and scope documentation.
- Evaluate risk assessments provided by the Project Manager and participate in risk mitigation.
- Ensure that projects adhere to the agreed project delivery policies, processes, and procedures.
- Manage/maintain the relationship between external vendors and the Business Unit.
- Keeping a track of all initiatives and projects in progress and assess the impact and dependencies.
- Facilitate workshops and all meetings for the Business Unit.
- Effectively balance the requirements with current and planned services to meet changes in demand.
- Communication of unmitigated risks associated with projects with the relevant project owners and sponsors.
- Utilize sound business and technical process knowledge to integrate and manage various options and solutions.
- Assist the Project Manager to Manage, facilitate and communicate the impact of project changes (scope, cost, time).
- Manage conflicting desires, ideas and decisions pertaining to business requirements vs. technical suitability/capability.
- Report to various bodies on the status of new requirements, queries, problem areas, process improvements and escalations.
- A point of consistent interface for all new ideas and concepts, project changes, queries, and problem areas (Initiatives) for the Business Unit.

##### **Service Delivery Management:**

- Assist business during an escalation of a severe problem or query.
- Ensure relevant processes for the logging and resolution of operational issues are followed.
- Set targets, monitor performance, and ensure that performance reports are delivered in a timely manner.
- Monitor the operational logging and resolution process/s, identify gaps, and provide improvement suggestions.
- Provide support to internal and external customers ensuring consistency of service delivery through reporting on achievement of agreed SLA's or KPI's.

##### **Business Service Strategy:**

- Ensure the planning of projects aligns with the business Product Roadmap, Business Strategy and Technology Roadmap.
- Report to various bodies on the status of business roadmap, feasibility of roadmap requirements, and the Business Unit services.
- Cost and Budget Management
- Inform management timeously of potential over spend.
- Make recommendations for budget affecting change requests.
- Assist with the preparation of the cost tracking and variation reports.

#### **Head of Distributions Coordinator, Ignition Group**

**Nov 2010 – Feb 2016**

- Collating reports and preparing presentation for the Biweekly BU meetings

- Resolution of all BU actionable points
- Gathering and collating information related to all campaigns surrounding queries.
- Resolution on all deal queries from retentions and new line campaigns
- Full ownership on all notifications, bulletins, newsletters, and deal letters, Preparation on all data for SMS and Email campaigns
- Customer Care (Network escalations), Assist with creation, reactivation, or deactivation of all deals.
- Upload deals change over.
- Weekly vetting report analysis Co-ordinate all activities around website content
- Manage Helpdesk which is system and IT related.
- Data process/planning and uploads / Data allocation
- Operations and processes thereof, Tracking of Activations and conversion ratio
- Quality Assurance – Track compliance with 3rd Parties (Script, CPA compliance) Monthly Reports
- Manage Policies and Procedures, Enforcement of SLA's, Co-ordinate Product launches
- Co-ordinate Training manuals for new brands
- Recon all VAS payments to 3rd Parties
- Setup new 3rd parties that join (systems, setup users, compliance, training, data)
- Project management on all new campaigns and new products (including systems development, process flows, training manuals, marketing initiatives, business rules etc.)
- Handle all travel, diaries, and accommodation for 5 Executive Business Unit Heads, Handle all Executive management reporting's for the Distributions Business Unit
- Work on Special projects (Operational based)
- Exco and financial reporting for the Exco group
- QlikView Reporting and analysis (Billing Actual vs Predictions)

**Bookkeeper, *Nsenga Investments***

**Jul 2008 – Oct 2010**

**Financial Products Manager, *SA Home loans***

**Jan 2004 – May 2008**

## **CRM Systems**

**Zendesk Sell**

**Freshdesk**

**Hubspot**

**Salesforce**

**Zoho**

**Sage**

**OneTrust**

## **Data Analytics**

**SAP Business Objects**

**Zoho**

**Salesforce**

**MS Power BI**

**Qlikview**

**Snowflake**

## **REFERENCES**

References on request, however, you can check my LinkedIn recommendations [here](#)