

Guiselle Armstrong

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Professional Summary

Senior GRC Engineer and Change Management leader with 10+ years of experience driving enterprise compliance and transformational change across SOX, SOC 2, PCI DSS, GDPR, and CCPA frameworks. Known for embedding risk and compliance controls into organizational change initiatives, delivering a 50% reduction in compliance violations while improving adoption and stakeholder alignment. Lean Six Sigma Black Belt with a proven record of increasing change success rates, cutting manual reporting effort by 50%, and sustaining a 100% audit pass rate across multiple consecutive years in Fortune 500 environments.

Core Competencies

GRC & Compliance: SOX • SOC 2 • PCI DSS • GDPR • CCPA

Change Management & Adoption: Organizational Change • Stakeholder Engagement • Communication Planning • Process Standardization • Change Readiness

Process Automation: ServiceNow • Power Automate • Power BI

Risk Management: Vulnerability Lifecycle • Control Testing • Risk Assessment

Analytics & Reporting: Dashboards • Audit Evidence • Executive Reporting

Professional Experience

NBCUniversal – Senior GRC Engineer | Mar 2023 – Present

- Embedded GRC controls into enterprise technology and process changes, reducing compliance violations by 50% across 500+ systems and achieving a 95% remediation rate within SLAs
- Partnered with engineering, security, and business leaders to manage compliance impact during organizational and system changes, sustaining a 100% audit pass rate for four consecutive years
- Enabled scalable change adoption by automating control monitoring and reporting through ServiceNow workflows and Power BI dashboards, cutting manual reporting effort by 50%
- Documented 100+ control and change procedures, reducing audit preparation time by three weeks per compliance cycle

- Delivered PCI DSS and control-change training to 100% of new hires and system owners, reducing access- and change-related incidents by 40%
- Led access governance reviews for 200+ employees, proactively mitigating risk introduced during role and system changes

Publix Super Markets – Change Manager | Jun 2021 – Mar 2023

- Led enterprise change management initiatives integrating GRC, ITGC, and risk controls into large-scale IT and business transformations
- Reduced compliance-related incidents by 30% by embedding audit-ready controls into change workflows and approval processes
- Improved change success rates from 85% to 98% through structured change models, stakeholder communication plans, and readiness assessments
- Assessed compliance and operational risk for 200+ change requests annually, ensuring regulatory alignment and minimizing audit exposure
- Eliminated audit findings by documenting and institutionalizing change control procedures adopted as the enterprise ITGC baseline

Digital Aspire / Newgentek – Technical Support Manager | Feb 2019 – Mar 2020

- Supported organizational and technology change initiatives for retail clients by aligning operational processes with PCI DSS requirements
- Achieved 100% audit readiness across multi-site environments during infrastructure and process transitions
- Reduced service escalations by 25% through change-driven process improvements and user enablement
- Trained users on access governance and ITGC-aligned procedures, increasing adoption during system and role changes

Badcock Home Furniture & More – Network Engineer | Feb 2015 – Feb 2019

- Led infrastructure and security changes aligned with ITGC requirements, preventing non-compliance penalties during annual audits
- Maintained 90% vulnerability remediation compliance across 200+ systems through controlled patching and formal change processes
- Documented 50+ technical and change standards, reducing audit preparation effort during network and system transitions

Education & Certifications

Bachelor of Business Administration – Southern New Hampshire University

Associate of Information Technology – ITT Technical Institute

Six Sigma Black Belt (Level II) – Process Improvement & Control Optimization

Six Sigma Green Belt (Level I) – Workflow Standardization & Efficiency