LINDSAY DONAHUE

CYBERSECURITY & SUPPORT SERVICES MANAGER

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SUMMARY

Compliance Analyst & Account Management Specialist with over ten years in Health Information Technology in a hands-on leadership role.

EXPERIENCE

Compliance Analyst & Account Management Specialist

Ready Computing

📅 09/2024 - 02/2025 📍 Remote

- Led ISO 27001 and GDPR readiness efforts for a healthcare SaaS company, aligning technology systems with security frameworks
- Delivered training to 50+ internal and external users on compliance topics, enhancing audit preparedness and reducing security risk
- Collaborated with customers and internal teams on security documentation and technical requirements to support risk mitigation

Director, Managed Services

Ready Computing

📅 02/2022 - 08/2024 📍 Remote

- Oversaw implementation and secure delivery of statewide SaaS healthcare systems used by millions
- Conducted compliance-driven architecture planning and storage security assessments for RFPs
- Maintained 99.95% uptime across cloud-hosted services through proactive monitoring and patching strategies
- Championed the integration of a SaaS product supporting 5M+ patient records nationally with embedded compliance workflows

Manager, Managed Services

Ready Computing

📅 02/2020 - 02/2022 📍 Remote

- Led team of 10 to support security and compliance within managed SaaS deployments
- Designed and implemented DR/BCP protocols; monitored infrastructure with Zabbix and proprietary tools
- Managed SLAs, incident responses, and customer satisfaction metrics in alignment with compliance policies

Manager, Application Support

Ready Computing - Remote

📅 06/2015 - 02/2020 📍 Remote

- Supported Tier 1/2 security escalations; performed root cause analyses and coordinated incident response
- Executed regular patching, OS maintenance, and secure product upgrades for healthcare clients
- Created quality assurance protocols and secure release workflows to reduce downtime and risk
- Configured API interfaces, VPN tunnels, certificates, user access, data retention policies
- Trained internal and external users of HealthShare/InterSystems technologies

CERTIFICATION

AWS Solutions Architect, Associate	**CompTIA Security+ (in progress)**
Google Cloud Professional Cloud Engineer	**Certified Scrum Master**

AREAS OF EXPERTISE

Governance, Risk & Compliance │ SaaS, IaaS Security │ Cloud Architecture (AWS, GCP) │ ISO 27001 │ GDPR │ Incident Response │ Disaster Recovery │ Vulnerability Management │ Audit Readiness │ Patch Management │ Risk Assessments │ Monitoring & Logging │ Security Training │ Tiered Support │ Root Cause Analysis │ DevOps & Automation │ Interoperability │ HIPAA │ Observability │ 24 × 7 × 365 Support │ People Management │ ITSM Frameworks │ JIRA Adminstration │ Google Workspace Administration │

EDUCATION

Bachelor of Arts
Catawba College
📅 1999 - 2004   📍 Salisbury, NC

Health IT Certificate
Columbia University
📅 2014 - 2015   📍 New York, NY

PROJECTS

VPN Tunnel Rebuilds

After swapping out a client's VPN client, all 13 VPN tunnels had to be rebuilt--and quickly.
- Over the course of the weekend, I contacted every data partner to reestablish connectivity
- Opened a bridge line with data partners and network engineers to rebuild tunnels, confirm connectivity, and certify data feeds were active again
- Because I was successful to reconnect all data feeds, on Monday, it was 'business as usual' for our client, a health insurer in NYC

RedHat Upgrade Client Upgrade

In order to upgrade our client's software, we needed to upgrade their RHEL version from 6.x to 7.x
- Planned, scoped, and priced out effort to upgrade 30+ multi-TB servers
- Communicated with customer the need for the upgrade, expectations of downtime and implementation, and QA once the environments were back online
- I designed a minimal downtime plan to route traffic to a high-availability server where data queues were held while the backend environment was upgraded; because of this, our data partners never lost connectivity
- After a successful upgrade to RHEL 7.x, we were able to move forward with the software upgrade as planned

Architecture Solutioning for a Budget-Minded Client

We had a client looking to migrate from their dysfunctional health information exchange to our product
- Because this customer was working with a limited budget from their unsuccessful prior enterprise, we designed a custom ramp-up solution
- Taking advantage of 'pay-as-you-go' pricing to determine as precisely as possible the onboarding of data vs resources used, rather than use a flat fee for the first three years of contracting; saved the customer money and got the deal signed
- After the first year, we confirmed that my solution was adequate and pricing model worked

Proprietary Monitoring Tool Development

Shortcomings with Dynatrace and OpsRamp monitoring products established the need for a proprietary monitoring solution.
- I led the development from the Support aspect, advising on which monitors were most important, the metrics to use, how often to alert, etc
- Trained our team and end users on how the monitoring software worked and how to adjust parameters for client-specific needs
- Carried out sales demos as need to illustrate the capabilities of the product

Established Support Team Processes

I transformed a high-turnover department when I became manager in 2018.
- I employ a service leadership style, focusing on trust, communication, and growth
- As a department, our retention rate improved dramatically, reducing company costs to onboarding and training new team members
- Customers continued to renew services and new clients signed on for our services; our team was able to grow organically and happily