

Chelsea Winkers

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SUMMARY

GRC-focused cybersecurity professional with 5+ years of operational and financial auditing experience, specializing in control assessment, risk identification, compliance monitoring, and governance support. CompTIA Security+ certified with hands-on exposure to NIST, ISO 27001, SOC-aligned controls, risk management principles, and security monitoring tools. Proven ability to evaluate control effectiveness, manage audit evidence, document findings, develop SOPs, and collaborate cross-functionally to remediate risk and strengthen compliance posture.

SKILLS

Microsoft Outlook, Microsoft Excel, Microsoft Powerpoint, Linux, Amazon Wiki, Adobe, Policy & SOP Development, Risk & Control Assessment, Audit Evidence Review, Governance & Compliance Support, Stakeholder Communication & Training

Cybersecurity Frameworks and Standards (beginner): NIST CSF, ISO 27001, CIS Controls, GDPR, PCI DSS, DLP

Network Security (beginner): Firewall management, Intrusion detection and prevention systems (IDPS), VPN implementation, Network segmentation, Secure remote access, SIEM

Vulnerability Assessment (beginner): Nessus, Wireshark, VirusTotal

EXPERIENCE

Shopbop

Quality Assurance Specialist

October 2024 – Present

- Conducted risk-based operational and compliance audits, assessing control design and operating effectiveness to identify recurring gaps and recommend remediation.
- Performed continuous control monitoring by reviewing 80+ transactions weekly, documenting findings and reporting risk trends to leadership to support governance decisions.
- Partnered cross-functionally to support authentication and access control changes, develop SOPs and deliver training to ensure consistent adherence to security and compliance requirements.
- Maintained and standardized policy and procedure documentation within Amazon Wiki, improving accessibility, version control, and governance of compliance artifacts.
- Supported leadership initiatives by translating audit findings into actionable insights aligned with business risk and customer impact.

Operations Analyst

February 2021 – October 2024

- Enhanced cross-departmental strategic decision-making by auditing over 80 contacts weekly, providing critical customer trends and insights that informed Shopbop Managers, Luxury Stores Managers and business leaders on sales-driving and customer experience enhancement initiatives.
- Facilitated a seamless transition from CSC to AC3 for contact authentication, leading live training sessions and developing SOPs as well as instructional videos, significantly expediting new hire proficiency.

- Leveraged technical acumen to migrate company procedures and documents from SharePoint to Amazon Wiki, improving the presentation and accessibility of vital information, which supported the organization's commitment to innovative and efficient knowledge management.

Correlation One

Information Security Analyst Training Program

May 2024 - November 2024

- Completed an 18-week cybersecurity program focused on risk identification, control validation, and compliance-aligned security monitoring using NIST-based principles.
- Reviewed network traffic and security logs using Wireshark and SIEM tools to support control validation, anomaly identification, evidence analysis and risk assessment activities.
- Participated in 20+ real-world case studies emphasizing risk mitigation, governance concepts, and compliance-aligned security operations.

Outback Steakhouse • Madison, Wisconsin

Bartender

September 2016 - March 2021

- Developed and enforced operational control checklists and training procedures, strengthening compliance with internal standards and reducing operational risk.
- Devised and instituted effective customer management strategies, significantly reducing potential liabilities and ensuring a safe, enjoyable environment for patrons by proactively monitoring and addressing signs of intoxication.

EDUCATION

Edgewood College • Madison, Wisconsin

Bachelor of Science in Psychology and Minor in Business

2018