

# CHARLENE LUEQUEE

GRC Analyst | Curriculum Developer | Technical Content Creator

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## PROFESSIONAL SUMMARY

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GRC Analyst, Curriculum Developer, and Technical Content Creator with 10+ years of enterprise experience at Apple and Verizon, specializing in NIST CSF/800-53 compliance, policy development, and audit-ready documentation. Proven track record designing ADDIE-based training programs, compliance-aligned SOPs, and educational content that reduced onboarding time by 33% and supported 200+ employees across global environments. Currently completing Per Scholas Cybersecurity AI Program; CompTIA Security+ estimated July 2026.

## EDUCATION & TRAINING

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### Cybersecurity with AI Tools *Expected Jul 2026*

*Per Scholas* | Charlotte, NC (In-Person)

### Business Administration — 90/120 credits completed

*University of Maryland Eastern Shore* | Princess Anne, MD

#### Relevant Coursework:

- Management Information Systems — Enterprise systems, database management, and technology's role in business decision-making.
- Business Law & Ethics — Legal frameworks, regulatory compliance, contract law, and ethical governance in organizational contexts.
- Organizational Behavior & Leadership — Team dynamics, leadership styles, and managing diverse workforces in professional environments.

#### Certifications:

- Google AI Essentials — Completed
- Cisco NetAcad Network Defense — Completed
- CompTIA Security+ SY0-701 — Estimated Jul 2026
- Splunk Core Certified User — Estimated Jul 2026

## CORE COMPETENCIES

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- **GRC & Compliance:** NIST CSF, NIST 800-53, Risk Assessment, Compliance Management, Control Mapping, Compliance Gap Analysis, Audit Documentation, Regulatory Compliance
- **Policy & Governance:** Policy Development, SOP Development, Procedure Writing, Compliance Documentation, Knowledge Management, Security Awareness Training
- **Risk Management:** Risk Identification, Risk Register Maintenance, Vulnerability Documentation, Incident Documentation, Remediation Tracking, Third-Party Risk
- **Instructional Design & Curriculum:** ADDIE Methodology, Curriculum Development, Learning Experience Design, Educational Content Development, Job Task Analysis (JTA), Competency Mapping, Training Template Design
- **Technical Writing & Content:** Technical Writing, SOP Authoring, Knowledge Base Management, Content Strategy, Design-to-Delivery Handoff
- **Tools & Platforms:** Jira, Asana, Wrike, SharePoint, Google Workspace (Expert), AWS, Splunk, Gemini, ChatGPT, LLM-Augmented Workflows, Prompt Engineering
- **Soft Skills:** Stakeholder Communication, Vendor Coordination, Adult Learning Facilitation

## TECHNICAL EXPERIENCE

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### Freelance Technology Consultant *Feb 2024 – May 2024*

*Independent / Self-Employed* | Charlotte, NC (Remote & On-Site)

- Delivered hands-on technical support and device setup assistance to clients ranging from children (age 8) to seniors (age 90), applying UDL principles to adapt instruction across diverse backgrounds, skill levels, and accessibility needs.

- Resolved a wide range of technical issues — including email setup, software installation, password management, and data backup — maintaining client confidentiality and building community trust through consistent, professional service delivery.

### **Technical Project Manager — Compliance & Process Documentation**2023 – Jan 2024

*Apple* | Boston, Massachusetts (Remote — California)

- Developed SOPs, compliance training materials, and process documentation supporting policy lifecycle management across global repair service workflows.
- Performed compliance gap analysis and JTA of operational procedures, identifying control deficiencies and restructuring documentation to meet regulatory standards.
- Maintained audit-ready documentation library in Jira, Asana, Wrike, and SharePoint for distributed teams across EMEA and APAC.
- Redesigned onboarding training plan, reducing new hire ramp-up time from 6 to 4 weeks (33% faster) through improved curriculum sequencing and role-specific compliance alignment.

### **Genius — Senior Technical Specialist**2018 – 2023

*Apple* | Edison, New Jersey (Remote — California)

- Acted as internal subject matter expert (SME); authored knowledge base articles and compliance training documentation, improving operational consistency and reducing policy-related service deviations.
- Identified recurring risk patterns and training gaps; escalated structured findings and control improvement recommendations to engineering and support leadership, mirroring risk identification and remediation workflows.
- Onboarded and mentored 200+ employees over 5 years using internally developed compliance training materials, adapting technical content for diverse learner backgrounds and security awareness objectives.

### **Technical Specialist / AppleCare Expert**2015 – 2018

*Apple* | Alpharetta, Georgia (On-Site)

- Translated complex technical and compliance subject matter into clear, audience-appropriate instruction for non-technical end users, supporting security awareness training and policy communication goals.
- Documented recurring operational issues and support patterns to support internal knowledge management and continuous improvement of compliance and training content libraries.

### **Sales Manager**2010 – 2015

*Verizon* | Raleigh, North Carolina (On-Site)

- Designed and delivered onboarding and compliance training programs for retail staff, reinforcing regulatory procedures, operational policy standards, and performance expectations in a high-volume environment.
- Coordinated with vendor partners and cross-functional teams to ensure consistent policy adherence and regulatory compliance across multiple locations.

## **PROJECTS**

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### **National Non-Profit Cybersecurity Professional Development Curriculum** | [charleneluequee.github.io/#pdhome](https://charleneluequee.github.io/#pdhome)

- Designed and developed a full-scope, multi-week Professional Development curriculum for Per Scholas — a national non-profit — covering resume writing, LinkedIn optimization, GitHub portfolio building, elevator pitch coaching, and interview preparation, all aligned to employment-readiness outcomes for adult learners transitioning into cybersecurity careers.
- Built a configurable Teacher Planning Document as a live web deliverable, integrating AI-assisted tools (Azari AI, Google Workspace) and allowing instructors to generate personalized course plans by cohort, location, and program dates.

Deliverable: [charleneluequee.github.io/pd-plan.html](https://charleneluequee.github.io/pd-plan.html)

## **COMMUNITY TECHNOLOGY SERVICE**

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### **Volunteer Technology Support — Faith-Based & Community Organizations**

- Provided volunteer IT support to faith-based organizations — including hardware setup, email account configuration, and social media profile creation — enabling consistent digital outreach and community engagement.
- Developed structured group travel plans as operational planning documents — including budgeted itineraries, venue options, and logistical coordination — applying curriculum development and project management skills in a community service context.