

ROBERT DISERENS

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Education

Wilmington University | New Castle, DE | 01/2018

Bachelor of Science: Computer and Network Security

Valencia Community College | Kissimmee, FL | 01/2016

Associate of Arts: General Education

Certifications

- Security +
- AZ-900: Microsoft Azure Fundamentals
- Computer Information Data Specialist
- Cybersecurity Professional Penetration Tester
- Computer Information Technology Analyst - IT Security
- Computer Information Technology Specialist
- ISC2 CC Certification - In Progress
- CISSP (Certified Information Systems Security Professional) - In Progress

Hard Skills

Qualys	Azure Sentinel	Kaseya
Atlassian Confluence and Jira	Incident Response	Autotask
Automox	Risk Management	IT Glue
Vulnerability Management	Azure Defender	Sentinel One
Documentation Creation, Review, and Reporting	KPIs/KRIs	Rocket Cyber
Fortinet	VSA X and VSA 9	Kaseya

Experience

Security Officer/Project Manager | Quackcom - Granite City, IL | 2/23/2026 - Present

- Serve as the primary security liaison for key clients, aligning security strategies with business goals and driving client confidence in the security program.
- Lead and manage security and IT projects, defining objectives, timelines, and resource allocation to ensure successful delivery.
- Identify and assess security, IT, and operational gaps across internal systems and client environments, developing targeted maturation roadmaps to improve security posture and efficiency.
- Create and implement security policies, SOPs, and technical documentation to ensure consistency, operational clarity, and regulatory compliance.
- Assist in driving revenue growth by identifying opportunities to add, integrate, and or bolster current IT, security services into client offerings, expanding existing accounts, and supporting new business pursuits.
- Conduct business reviews (QBRs) with clients, translating security metrics and risks into business impact, and tailoring security roadmaps to drive client success.
- Partner with leadership team to align security strategies with business objectives, ensuring that security and IT investments support growth and client satisfaction.
- Lead internal and client-facing security reviews, providing business leaders with clear, strategic insight into risks, opportunities, and future security investments.

Manager, Advisory Services | Access Point Consulting - Allentown, PA | 11/2024 - 09/2025

- Served as the dedicated technical and business POC for high-value enterprise accounts, ensuring successful project implementation.
- Conducted in-depth executive briefings focused on vulnerability management, policy development, compliance, and strategic risk reduction.
- Gathered and translated customer requirements into actionable feedback and roadmap for solution enhancements.
- Proactively identified new business opportunities within existing accounts by conducting thorough needs assessments.
- Collaborated cross-functionally to align customer goals with internal KPIs, SLAs, and critical audit deliverables.
- Gained knowledge across critical security and compliance domains to prepare clients for audit readiness.

Assistant Manager, Incident Response | Access Point Consulting - Allentown, PA | 09/2024 - 12/2024

- Supported enterprise clients throughout the incident response and remediation lifecycle, ensuring transparent, timely communication and minimizing business disruption during security events.
- Collaborated with stakeholders at every level of the business, including legal, compliance, cybersecurity, engineering, and executive functions.
- Authored and delivered compliance-driven security reports.
- Effectively interacted and communicated professionally with all levels of customer organizations.
- Contextualized and prioritized findings to put together a comprehensive account and briefing of the events that transpired during a security incident.
- Pulled together all events to build and communicate a cohesive timeline of activity that transpired during the incident.

Manager, Vulnerability Management | Access Point Consulting - Allentown, PA | 01/2024 - 11/2024

- Directed enterprise-level vulnerability remediation and patch management program using key industry platforms, including Qualys VMDR, Automox, and Microsoft Intune.
- Provided expert post-sales technical account management and functional support for clients, maintaining Service Level Agreement (SLA) compliance.
- Developed and presented executive-level reports detailing organizational risk, key remediation metrics (MTTR/MTTD), as well as critical compliance trends to leadership.
- Collaborated with cross-functional teams to streamline communication and coordination for internal and external inquiries.
- Demonstrated organizational and analytical abilities, overcoming technical and logistical challenges through creative and adaptive problem-solving approaches.
- Kept up with knowledge of emerging technologies, cybersecurity trends and general information by actively attending and participating in relevant industry conferences.
- Managed/operated enterprise vulnerability management in a large commercial enterprise.
- Manipulated large data sets to provide analysis and reporting.
- Managed enterprise vulnerability management in a large commercial enterprise through risk-based prioritization.
- Created, maintained, and mature vulnerability management processes and associated documentation.
- Educated internal and external users of security technologies to continually improve the knowledge and skill-base of the organization on how best to manage security configuration, patch management, and vulnerability management within the infrastructure services.
- Mentored 7 Interns: 3 were promoted to Full-Time junior analysts.
- Managed technical aspects of NIST 800-53, CIS Controls, PCI-DSS, and other regulatory frameworks.

Team Lead, Vulnerability Management | Access Point Consulting - Allentown, PA | 01/2023 - 01/2024

- Led and coordinated daily operations of a vulnerability management team supporting multiple enterprise client environments (2 domains / 500+ assets), ensuring consistent scanning, triage, and remediation workflows.
- Acted as primary technical point of contact for stakeholders, resolving 50+ weekly security inquiries and translating vulnerability data into actionable risk-based remediation strategies.
- Conducted vulnerability scanning and analysis using enterprise security tools, identifying and tracking thousands of vulnerabilities monthly across operating systems, applications, and network devices.
- Developed and delivered executive-level reports and presentations highlighting risk reduction trends (up to 30–60% remediation improvement per reporting cycle) and remediation progress metrics.
- Created remediation guidance for complex environments, including compensating controls and mitigation strategies for vulnerabilities without immediate vendor patches, reducing exposure across multi-asset systems.
- Evaluated hardware, firmware, and software security risks, contributing to incident response and remediation efforts that reduced critical/high vulnerabilities by prioritized SLA targets (e.g., 7/30/90-day SLAs).
- Supported compliance and risk governance initiatives by tracking remediation progress and reporting vulnerability metrics to technical, management, and executive stakeholders using enterprise reporting platforms.

Analyst, Vulnerability Management | Access Point Consulting - Allentown, PA | 11/2021 - 01/2023

- Provided hands-on support for enterprise vulnerability scanning and patch management within Qualys and Intune.
- Triageed zero-day and critical vulnerabilities and escalated critical exposure to the necessary stakeholders, minimizing potential security impact.
- Maintained adherence to customer Service Level Agreements (SLAs) and internal compliance timelines, achieving a consistent audit readiness across supported accounts.
- Identify, triage, and prioritize vulnerabilities and associated remediation and mitigation activity using multiple sources of vulnerability, threat, and asset data.

Analyst, Virtual SOC | Fortress Information Security - Orlando, FL | 11/2020 - 11/2021

- Collaborated with teams to assess cybersecurity threats and vulnerabilities.
- Developed reports detailing risk assessments and mitigation strategies.
- Conducted research on emerging security technologies and industry trends.
- Set specific goals for projects to measure progress and evaluate results.

Cast Member | Walt Disney World Resort - Lake Buena Vista, FL | 08/2008 - 11/2020

- Delivered exceptional guest experiences in a fast-paced, high-volume environment by collaborating with cross-functional teams, resolving guest concerns, and maintaining Disney service standards.
- Trained and mentored new Cast Members on operational procedures, safety protocols, and company policies, helping ensure consistent service quality, compliance, and team readiness.