

Kyrie Carpenter

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SUMMARY

Patch and **vulnerability management** professional with nine years of experience governing enterprise remediation across **Windows Server**, VMware, VMaaS, and **cloud hosted compute environments**. Leads patch schedules, deployment slots, change tickets, approvals, compliance reporting, audit response, and critical update coordination across engineering, operations, vendors, application owners, and server owners. Uses ServiceNow, Jira, Excel, and Agile methods to identify aging patches, resolve ownership gaps, manage exceptions, and improve operational controls. Facilitates stakeholder interlocks, requirements workshops, database and vendor sessions, and senior management reporting. Supports internal audit, external audit, regulatory inquiries, and **Major Incident Management** with clear evidence and practical coordination. Familiarity with Copilot and Gemini supports emerging AI enabled workflows. Brings calm structure to high availability operations and helps teams turn remediation data into timely decisions.

EXPERIENCE

Senior Patch and Vulnerability Management Analyst

June 2023 - Present

BlueRidge Financial Systems

Charlotte, NC

Govern enterprise Windows Server and VMware remediation across more than 1,100 production and nonproduction servers. Coordinate engineering, operations, vendors, application owners, server owners, change management, and Major Incident Management. Own compliance reporting, audit evidence, operating procedures, and Agile control improvements.

- Governed Windows Server and **VMware** patch cycles across 1,100 servers through approved maintenance windows.
- Built **ServiceNow** and **Excel** aging reviews, exposing scheduling conflicts and ownership gaps before compliance reporting.
- Led weekly vendor interlocks, resolving failed deployments, overdue approvals, **VMaaS** exceptions, and platform dependencies.
- Coordinated emergency security updates with **Major Incident Management** while preserving application service continuity.
- Prepared audit evidence, control narratives, and remediation records for **internal audit** and risk teams.
- Maintained patch procedures and tracked reporting defects through Jira within Agile delivery workflows.

Infrastructure Patch Management Analyst

March 2020 - May 2023

Piedmont Cloud Operations

Raleigh, NC

Coordinated Windows Server patch delivery across cloud hosted and virtualized environments, balancing availability requirements with vulnerability deadlines. Managed ServiceNow change records, compliance analysis, VMware exceptions, stakeholder workshops, recovery expectations, and executive reporting. Built trusted relationships across application and infrastructure teams to move blocked remediation forward.

- Coordinated **Windows Server** schedules across cloud hosted environments, balancing availability with remediation deadlines.
- Managed **ServiceNow** changes from preparation through closure, validating windows, ownership, dependencies, and evidence.
- Reconciled Excel compliance reports with server inventories, identifying stale records and owner follow up actions.
- Facilitated application owner workshops that clarified requirements, constraints, escalation paths, and recovery expectations.
- Tracked **VMware** exceptions with virtualization engineering and vendors, moving aging remediation plans toward closure.
- Produced management summaries connecting vulnerabilities, approvals, deployment status, and operational blockers to prioritized actions.

Systems Operations Analyst

July 2017 - February 2020

Crescent Ridge Technology Group

Greensboro, NC

Supported Windows Server operations across virtualized and cloud connected business application environments. Prepared maintenance schedules, analyzed patch exports, documented operational procedures, tracked Jira work, and supplied deployment evidence for incident review and audit traceability. Built practical relationships with application and infrastructure owners while developing core remediation expertise.

- Supported **Windows Server** operations across virtualized environments, building practical patch remediation expertise.
- Prepared server groups and maintenance schedules while coordinating readiness with application and **server owners**.
- Analyzed Excel patch exports, isolated incomplete deployments, and organized follow up for support teams.
- Documented preparation, validation, escalation, and evidence procedures, improving consistency across maintenance cycles.
- Tracked infrastructure work in **Jira** and joined Agile planning for defects, technical debt, and controls.
- Escalated service issues through incident processes and supplied records for root cause review.

PROJECTS

Enterprise Patch Compliance Review 📅 2024

Partnered with infrastructure owners and audit contacts to connect ServiceNow records, Excel analysis, and aging patch reviews. Shared findings through trusted stakeholder relationships, helping teams clarify ownership and act on compliance gaps before reporting cycles.

Cloud Infrastructure Remediation Coordination 📅 2022

Connected application owners, virtualization engineers, vendors, and operations teams around cloud hosted remediation windows. Used workshops, Jira tracking, and recovery planning to move exceptions toward documented, reviewable outcomes.

LEADERSHIP & AWARDS

- Recognized by senior management for clear patch compliance reporting and practical escalation summaries.
- Selected to lead recurring infrastructure and vendor interlocks for aging remediation and deployment blockers.
- Trusted by audit and risk teams to organize evidence, control narratives, and patch status responses.

EDUCATION

Bachelor of Science in Information Technology
University of North Carolina at Charlotte GPA: 0
Coursework: Windows Server, cloud computing, database systems, network administration

2017
Charlotte, NC

CERTIFICATIONS

- ITIL 4 Foundation 📅 2021
- Microsoft Certified: Azure Fundamentals 📅 2022

TECHNICAL SKILLS

- **Operating Systems:** Windows Server, VMware, VMaaS
- **Patch Platforms:** ServiceNow, Microsoft Update, VMware Update Manager
- **Cloud Compute:** Azure, cloud hosted servers, virtual machines
- **Data Analysis:** Microsoft Excel, pivot tables, compliance reporting
- **Work Management:** Jira, Agile boards, sprint planning
- **Change Control:** ServiceNow changes, approval workflows, deployment slots
- **Audit Documentation:** Control narratives, audit evidence, remediation records
- **Incident Management:** Major Incident Management, emergency changes, escalation paths
- **Vulnerability Operations:** Aging patch reviews, exception tracking, remediation plans
- **Collaboration Tools:** Microsoft Teams, vendor sessions, stakeholder workshops

SKILLS

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|----------------------------|-----------------|---------------------|-----------------------------|
| • Patch Management | • VMaaS | • Excel | • Audit Support |
| • Vulnerability Management | • Cloud Compute | • Data Analysis | • Agile Methodology |
| • Windows Server | • ServiceNow | • Change Management | • Major Incident Management |
| • VMware | • Jira | • Patch Compliance | |

PROFESSIONAL AFFILIATIONS

- ITIL community participant focused on service management, change control, and operational governance.
- Agile delivery collaborator supporting Jira planning, workflow improvements, and shared infrastructure accountability.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST