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## ABOUT ME

Cybersecurity passionate professional with 18+ years of experience across different roles in dynamic and challenging environments.

Possessing robust leadership skills honed over 12+ years in leadership roles. Known for reliability, problem-solving, critical thinking, resiliency and adaptability, with both a strong focus on business and a legitimate interest in addressing the needs of my team.

My expertise includes cybersecurity best practices, risk and vulnerability management, data privacy and cybersecurity operations management.

My commitment to making things happen has consistently delivered results and fostered a culture of excellence in my teams.



## EDUCATION

### Executive MBA on Digital Transformation

IEBS BUSINESS SCHOOL  
2023-Actual

### D1 Programa de Alta Dirección (Top management)

IPADE  
2017 -2018

### Specialization on Information Security and IT

INSTITUTO POLITECNICO NACIONAL  
2009 - 2010

### Communications and Electronic Engineering

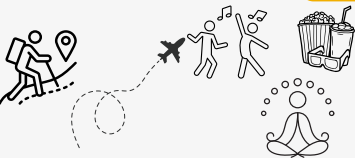
INSTITUTO POLITECNICO NACIONAL  
2001 - 2005

### CERTIFICATIONS: CISA, CISM, CRISC, CDPSE, SCRUM F, ITIL F V4, ISO 27001

#### TRAININGS:

Change management, Project management with Agile, Managing IT teams, English B2/C1

## HOBBIES



# Dafne Briones

## CTSO, CISO

## CONSULTING,

## OPERATIONS,

## DELIVERY



## SKILLS

Effective-communicator  
Problem-solver  
Strategic planner  
Conflict management  
Negotiations  
Learnability  
Resiliency  
Adaptability  
NIST Cybersecurity Framework  
MITRE ATT&CK  
Agile methodologies



Spanish: Native  
English:C1/ Dublin 2023 (break career) Oct-Dic.



## WORK EXPERIENCE

### JUL 2023-ACTUAL

#### Independent Advisor

**Phase 2-** Acting as a CTSO in one of the biggest mexican retail, banking and pensions funds group, helping them in the definition and implementation of the model of the 1st and 2nd line of defense structure.

**Phase 1-** Giving advisory on cybersecurity posture and SOC Operations best practices.

### KIO NETWORKS/ 2014 - 2023

#### CSOC Director 2017-2023

Managing a team of 70 to 180 members with different level of experience in a 7/24 scheme, driving collaboration, innovation and excellence in our daily work.

Collaborating closely with technology partners to infuse the team with superior capabilities.

#### Main Achievements:

Increasing efficiency by 65+%  
Reducing operational incidents by 90%  
Customer exp.: NPS (+24 points) & CES\* (+5 points)  
Improving work environment by 80%  
Taking the area from being the worst evaluated area for work to being the best one.  
SLAs compliance 99.8%

### Named Accounts Director 2016-2017

Being responsible for the complete life cycle of 12 critical big clients to stabilize their operations and recover the clients relationship.

#### Main Achievements:

Contract renewal with the biggest client  
0% of Churn  
Upselling of 15%  
Successful negotiation of 1 new huge account

### Public Sector Assistant Director 2014-2016

Being responsible for the service delivery and growth for the biggest public account in the company.

### DELOITTE / 2012 - 2014

#### Technology Risk Manager

Managing full life cycle of clients, from sales to project delivery and billing.

Creating Data Privacy function.

#### Main Achievements:

Sales quota exceeded 110%  
Successful establishment of Data Privacy function

### SMART SECURITY SERVICES/ 2008 - 2012

Manager of Security Controls, Information Security Officer, Sr Consultant

### LIGHTECH/ 2006 - 2008

SOC Analyst



# IT/OT CYBERSECURITY DIRECTOR