Women
of CyberArk

Katelyn Potter

Senior Manager, Customer Support

Katelyn Potter was not actively looking for a new job when a CyberArk recruiter contacted her. But it sparked her interest in CyberArk, and in cybersecurity, an industry that was new to her.

"I became really intrigued by CyberArk's mission and the opportunity to build a new team in a niche area of cybersecurity," said Katelyn. Still, it was a new industry for her, so she consulted with someone she trusted – her mother.

"She's always supported me and is the first person I call for an opinion. She's the reason I consider myself a problem-solver. Over the years, she's given me great advice while guiding me to find my own solutions. When I mentioned the CyberArk recruiter, she said: 'Why not talk to them? If you don't get the role, what's the big deal?' And I thought: 'You know what, she's right!' I shouldn't fear new opportunities."

Katelyn started her CyberArk career in 2021 with a goal to build out the Privilege Cloud support team. Since then, the team scaled rapidly, not just in the Americas, but globally, and has had an impact. One of Katelyn's proudest moments was working closely with a customer from a large business to improve their onboarding experience. Katelyn and the CSM team collaborated with R&D to address issues and implement product enhancements to make a positive difference for the customer.

That experience highlights the importance of cross-functional collaboration for Katelyn, who is based in Alaska and works with colleagues around the globe teammates, making strong relationships and communication crucial.

"Building relationships with peers across different departments is essential to problem solving and providing better support for our customers," said Katelyn. "The connections I've had with our CSM, R&D management, and engineers has helped us understand individual roles and how we can best collaborate. It makes our jobs much easier!"

Aside from the importance of collaboration, Katelyn's also committed to fostering a sense of community and fun within her team.

"I've hosted 'Fun Fridays' where the rule was we met online and didn't talk about work. We've had an online show and tell where everybody would bring something that represents themself. One week we chatted about the TV shows we were watching. I've become known for Spooktober, a month of daily Halloween-themed activities. It's fun to do something during your workday that's not work-related. You get a chance to talk to people you might not regularly connect with and learn more about your

teammates."

Katelyn's impact has not gone unnoticed by those at CyberArk.

"Katelyn is an exceptional leader and colleague. Her collaborative leadership style encourages team members to share their ideas and work together to achieve common goals, and her dedication to her team building has increased morale and cohesion," said **David Hulbert,** VP Global Customer Support. "Katelyn has significantly contributed to our team and CyberArk, boosting performance and customer satisfaction with her strategic insights," continued David. "She exemplifies perseverance, continuous learning, empathy, and integrity. Her journey at CyberArk serves as an inspiration for young women in cybersecurity as well as those who aspire to a career in the field."

Continuing Her CyberArk Journey

Katelyn is now applying her enthusiasm for collaboration and connection to her new role as Senior Manager, Customer Support, overseeing both Privileged Access Management (PAM) and privilege cloud solutions. Now, she's eager to build relationships with the PAM team after primarily working in the SaaS hybrid world.

"I see this as an opportunity to continue to break down silos and improve collaboration. I'm also energized by the opportunity to manage managers. I've previously managed individual contributors so I'm looking forward to expanding my skills in this new role," said Katelyn.

With her focus on collaboration, it's no surprise that Katelyn emphasizes that women beginning their cybersecurity journey should build connections early.

"Asking for advice and reaching out to others was a learned skill for me. Over time, I learned how valuable it is to seek input and bounce ideas off colleagues, which broadens my perspectives and significantly improves my work and decision-making. I really wish I had done it earlier! So, my advice to women entering cybersecurity is to take risks, seek different perspectives and build your connections early – you never know what you may learn."