Diane M. Margo

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Summary

Power System Controls Central Remedial Action Scheme (CRAS) Application Engineer with a background in Computer Science and SCADA infrastructure. Expert in navigating IT Grid Security and Compliance within complex, cross-functional environments. Experienced in requirements management, system design development, and technical problem-solving to meet rigorous cybersecurity standards. Adept at managing project deliverables and maintaining high-level technical documentation to ensure system reliability and regulatory success.

Education

CALIFORNIA STATE UNIVERSITY, LOS ANGELES August 2021 – August 2023
Master in Business Administration – Management

CALIFORNIA STATE POLYTECHNIC, POMONA September 2016 – May 2020
Bachelor of Science - Computer Science

Experience

Southern California Edison (SCE)

Power System Controls CRAS Application Engineer 2 June 2025 – Present

- Led support and operational reliability efforts for CRAS SCADA production environments, troubleshooting critical system issues, coordinating production patch activities, and maintaining system uptime across many operational sites/systems supporting Relay Field Technicians, EMS, and Grid Control Center.
- Drove multiple concurrent infrastructure modernization initiatives, including CRAS and EMS refresh projects, while balancing production support responsibilities and contributing to the successful delivery within aggressive operational timelines.
- Improved system stability and operational efficiency by identifying, testing, and validating fixes for SCADA application issues, reducing recurring production incidents by 30% and improving issue resolution turnaround.
- Served as a key engineering resource for cross-functional operations and support activities involving CRAS, Zabbix monitoring, and Multilin G500 support, collaborating with engineering and operations teams to proactively identify system risks, streamline support workflows, and improve visibility into production environment health.

IS, Security Specialist May 2022 – June 2025

- Identified and categorized Bulk Electric System (BES) Cyber Assets, managing SQL and SAP database integrations to ensure 100% visibility for stakeholder reporting.
- Performed technical QA and patch deployment across Linux/Windows environments, utilizing Splunk for log aggregation and compliance verification.
- Facilitated cross-functional vulnerability management meetings, defining risk mitigation strategies and technical documentation for federal audit evidence.
- Lead a critical SharePoint reorganization integrated with IGAM (Identity Governance and Access Management), streamlining data accuracy for future automation transitions.

IS, Security Associate June 2020 – May 2022

- Directed the patch management process by tracking, evaluating, and installing cybersecurity patches for applicable Cyber Assets, ensuring timely application or mitigation planning within 35 days of evaluation.
- Administered project infrastructure and Identity & Access Management (IAM) protocols, coordinating with vendors to resolve high-priority system escalations, debugging issues with the vendor Microsoft themselves.
- Led technical Change Management workflows for NERC environments, ensuring all modifications met rigorous audit evidence requirements.
- Served as a technical lead representative for WECC and internal audits, defending system configurations and compliance evidence.

Professional Trainee May 2019 – June 2020

- Engineered a software inventory and baseline tracking application that automated patch management, resulting in a 40% reduction in manual overhead for test and production verifications.

- Orchestrated recurring Tenable vulnerability scans across NERC CIP-regulated grid control systems, performing deep-dive risk assessments for both legacy and newly enrolled critical assets.
- Strengthened production security posture by implementing a bi-monthly Nmap scanning protocol, proactively neutralizing risks by identifying unauthorized ports and services prior to deployment.

Others

Projects

SCE Project: E2E Dev Ops October 2024 - June 2025

- Served as Project Manager and SME for the end-to-end implementation of NERC CIP security controls, ensuring 100% alignment between technical architecture and federal regulatory mandates.
- Managed the project lifecycle using Agile methodologies, coordinating cross-functional teams to meet strict compliance deadlines while maintaining system uptime for critical grid services.
- Authored comprehensive System Engineering Plans (SEP) and technical roadmaps that bridged the gap between high-level compliance goals and low-level technical execution.

SCE Streamlined Power BI Reporting: Team Daily Operational Task Report July 2022 - February 2023

- Identified a need for improved team efficiency in task organization and reporting. Initiated and developed a Power BI automated reporting solution to streamline workflows and reduce manual reporting time by 50%.
- Enhanced team efficiency and productivity by providing timely and insightful data on project progress, enabling data-driven decision-making.
- Developed a robust Power BI automation solution, demonstrating strong analytical and technical skills. Incorporated visualizations (graphs, tables, charts) to prioritize tasks and identify improvement areas.

SCE Intern Project: *Automated Baselines* August 2019

- Aggregated data from all the NERC CIP environments from Industrial Defender into one file.
- Collaborated with compliance subject matter experts to reconfigure the manual baselines, enabling the Python script to run efficiently and ensuring consistency across devices with matching software.
- Conducted quality control testing on my application by manually gathering sample evidence and comparing it to the results generated by my script.

Leadership

Presenter and Planner – SCE Digital Grid Services Wonder Woman January 2023 – Present

- Host activities to allow the women in Grid Services to network and improve connections.
- Demonstrate strong communication skills by effectively presenting assignments and providing clear examples.

Lead and Planner – SCE IT Diversity, Equity, and Inclusion October 2022 – Present

- Review metrics from the organization to help leaders with decision-making.
- Participate in conversations about ideal work environments and the importance of video presence.
- Organized a speaker series event with Optum to bring in external experts to share their knowledge.

Facilitator and Planner – SCE IT Women's Forum February 2022 – March 2023

- Successfully informed the audience through presenting and engaging with polls on topics presented.
- Facilitated a panel discussion by conversing and proactively asking questions to the company's VPs on the session's topics, prepping all VPs and their chief of staff with the agenda and questions.
- Coordinated a club-wide branding competition to empower the IT Women's culture and support inclusivity.

Technical Skills

Computer Languages:

- Java, Python, C++, C#, C, MIPS, Git, LUA, HTML, CSS, Dart, SQL.

Computer Tools:

- AudoCAD, Power on Reliance (XA21), Linux, Windows, Tenable Vulnerability Scanner, NMAP Scans, BMC Remedy Ticketing System, Industrial Defender Automated Systems Manager (ID ASM), Microsoft SharePoint, SAP Database, Splunk Logging and Monitoring, CyberArk Password Vault, PowerShell, IGAM, Flutter Software Development Kit, Android Studios Development for Google OS, Unity Game Engine Development, GitHub Desktop Developers Platform for Shared Code.

Technical Expertise:

- Data Structures and Algorithms, Discrete Structures, Data Science, Computer Logic, C++ Programming, Computer Organization & Assembly Programming, Algorithms, Formal Languages and Automata, Programming Languages, Machine Learning, Mobile Development, Big Analysis and Cloud Computing, Software Engineering.