

Karen Rempel, MA

Senior Technology Policy Writer

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100 W. 12th St. #6B, NY, NY 10011

Regulatory Knowledge

- Anti-money laundering (BSA/KYC)
- Broker-dealer governance (FINRA)
- Canadian banking (CCAA/OSFIA+)
- Consumer protection (ARM/EFTA+)
- Corporate governance (SOX)
- Cross-border payments (NACHA+)
- Cybersecurity frameworks (CRA/NIST)
- Data reporting controls (SOX)
- Data security and privacy (CCPA/GDPR/GLBA/PCI DSS/SOC2+)
- Information security (ISO 27001)
- Operational resilience (DORA)
- Risk management (Dodd-Frank)
- Trading and market conduct (SEA/SFTR)
- Trading venue regulation (MiFID II)

Education

- United Nations Association
New York, NY
Certificate, Global Policy
- Naropa University
Boulder, CO
MA, Psychology
- Douglas College
New Westminster, BC
Diploma, Professional Writing
- Simon Fraser University
Burnaby, BC
BBA, Accounting & Info Systems

Technology policy writer with 18+ years of diverse experience writing exceptional technology policies, standards, procedures and guides across a range of industries, with an emphasis on financial services and software development.

- Talent for synthesis and a passion for developing risk management standards and solutions.
- Able to simplify complexity to deliver practical approaches that help clients mitigate risk and remain in regulatory compliance, helping teams do the right thing while they do their work.
- First-line experience across many projects, engaging with cross-functional stakeholders from engineering and front-line staff to compliance and risk managers to legal and senior leaders.

Consulting Technology Risk and Regulatory Highlights

Bloomberg L.P., New York, NY

04 2020 to present

\$15B revenue, 26K employees | Financial technology and news

Senior Technical and Technology Policy Writer (FTE) | Report to ETEC Product Manager

Synthesize requirements from global product development and engineering teams to produce clear technology policies, procedures and guides for Enterprise Technology (ETEC) internal and external clients to mitigate risk and ensure compliance with industry regulations and Bloomberg standards for electronic trading and data workflows.

- Develop and update connectivity technology policies, guides, notifications and videos to support technologists and other users to configure and manage user permissions and connectivity into Bloomberg, ensuring compliance with data security regulations and Bloomberg legal usage agreements.
- Worked with product owners and engineering team to develop and implement a process for EMSX, RFQE, TOMS and Tradebook service representatives and clients to comply with clock sync regulatory requirements (MiFID II, FINRA, CAT NMS).

Senior Technology Writer & TL (Contract) | Reported to ETEC Global Head of Product

- Working with product management, engineering, UX, marketing and legal, led writing team to develop the Enterprise Console's web-based Documentation Center—an appealing, easy-to-use knowledgebase of 200+ technology policies, technical guides and how-to videos that assist users with daily operations, risk mitigation and regulatory reporting (e.g., ARM, MiFID II, SFTR).
- Defined documentation standards, information architecture and content strategy adopted across writing teams. **Converted to full-time employee (FTE) in March 2025.**

In 2025, 89% of the Enterprise Console's 45K+ client users consulted the Documentation Center, as did 66% of our 7,300 internal users around the globe.

Grasshopper Bank, NY

04 2018 - 02 2019

\$32M revenue, 150 employees | Startup and venture capital banking

Senior Technology Writer, Operations and Risk | Reported to COO and CRO

- Working with risk, operations and engineering teams, developed and wrote technology and risk mitigation policies and procedures for banking application with web portal and mobile app, helping online bank startup to protect information security and comply with regulations to gain the first OCC banking charter granted in NYC since 2008 crisis.

BC Hydro, Vancouver, BC

03 2015 - 02 2019

\$7.1B revenue, 8.1K employees | Crown Corporation, electricity generation and delivery

Senior Technical Writer | Reported to Manager, Digital Content

- Created multi-role, multi-output content management system to streamline document production of training materials; created handbooks that helped staff understand policies and follow procedures to comply with BC worker safety and utility regulations.

Sysco Canada, Vancouver, BC

09 2013 - 05 2018

\$2.5B revenue, 5.3K employees | Food service supply and delivery

Senior Technical Writer | Reported to Vice President, Standard Operating Excellence

- Worked with management teams across Canada to develop and document policies, standards and procedures for delivery associates and inventory planners to comply with Canadian food safety regulations, mitigate risk of food spoilage and improve service excellence.

Consulting Highlights, Continued

Project Goals		Total	
Risk Management	6 yr 3 mo	18 yr 6 mo	5 yr 11 mo
Regulatory Compliance	6 yr 3 mo	18 yr 6 mo	5 yr 11 mo
Team Involvement			
Engineering	6 yr 3 mo	18 yr 2 mo	5 yr 11 mo
First-Line Lead Duties	2 yr 2 mo	12 yr 2 mo	3 yr 8 mo
Company and Duration (Not to Scale)			
Key Industry/Project Type			
* Financial Services ^ Software Development ~ Other Regulatory Policies			

Project	Duration	Company
Rockwell ^	01 2006 - 12 2009	Rockwell ^
Coast ^	02 2010 - 09 2011	Coast ^
Vancity ^	10 2011 - 04 2012	Vancity ^
ICBC ^	10 2012 - 03 2013	ICBC ^
Engineers & Geo BC ^	04 2013 - 04 2014	Engineers & Geo BC ^
Chevron ~	09 2014 - 10 2015	Chevron ~
Grasshopper ^	04 2018 - 02 2019	Grasshopper ^
Bloomberg ^	04 2020 - 02 2025	Bloomberg ^
Bloomberg ^ (FTE)	03 2025 - Present	Bloomberg ^ (FTE)

Project	Duration	Company
BC Hydro ~	03 2015 - 02 2019	BC Hydro ~
Sysco ~	09 2013 - 05 2018	Sysco ~

Karen Rempel - Senior Technology Policy Writer
Timeline of Contracts - Project Goals, Team Involvement, Key Industry/Project Type (* ^ ~), Company, and Duration

Chevron Canada, Vancouver, BC 09 2014 - 10 2015
\$193.4B revenue (parent co), 300 employees | Integrated energy, oil and gas
 Senior Technical Writer | Reported to Capital Projects Lead

- Worked with engineering team to create handbook of risk management policies and procedures for large-scale capital projects to ensure compliance with oil and gas safety regulations, risk assessments and emergency response plans.

Engineers and Geoscientists BC, Vancouver, BC 04 2013 - 04 2014
\$34M revenue, 200 employees, 45K registrants | Regulator of professionals
 Senior Regulatory Policy Writer | Reported to Chief Regulatory Officer

- Designed accessible policy framework; created regulatory policy documents and synthesized collection of 100+ policies into an easily navigable, web-based mind map and knowledge base for licensing process, used by engineers and geoscientists. Implemented traceability protocols to link policies and standards to regulatory requirements.

Insurance Corporation of BC (ICBC), Vancouver, BC 10 2012 - 03 2013
\$5.5B revenue, 5.7K employees | Crown Corporation, universal auto insurance
 Senior Technical Writer | Reported to Head of Legal and Regulatory Compliance

- Worked with engineering, legal and business teams to analyze, synthesize and update policies, standards, guides and forms to simplify compliance with new tax regulations.

Vancouver City Savings Credit Union (Vancity), BC 10 2011 - 04 2012
\$39.7B AUM, 2.4K employees, 585K members | Community banking
 Technology Documentation Lead | Reported to Banking Business Team Lead

- Worked with engineering team, product managers and business users to develop online help and engineering requirements for banking system implementation. Created technology policies, standards and procedures for user support, training, risk management, regulatory compliance, information security and change management.

Coast Capital Savings Credit Union, Vancouver, BC 02 2010 - 09 2011
\$27B AUM, 1.7K employees, 600K members | Community banking
 Technology Documentation Lead | Reported to Vice President, Enterprise PMO

- Designed and implemented integrated, customized online help, information security and change management guides for banking system implementation.
- Led team to create technology policies and procedures needed to migrate all banking data and systems, ensuring rigorous compliance with Canadian banking regulations.

Rockwell Automation Inc., Vancouver, BC 01 2006 - 12 2009
\$8.3B revenue, 26K employees | Industrial automation and digital transformation
 Technology Writer | Reported to Software Development Manager

- Wrote and updated user guides and online help for large-scale manufacturing process control and data modeling software, working with a global engineering team to provide hardware, software and SaaS to optimize production processes and enhance manufacturing safety.

See [LinkedIn](#) and [karenrempel.com](#) for detailed client list, recommendations and portfolio.

Service Leadership and Awards

- 2016 Competition Manager, Society for Technical Communication (STC) International Writing Awards. Managed team of 20 international judges.
- 2008-2009 STC Canada West Coast Chapter President. Led team of 27.
- 2012 STC Pacesetter Community Award for creating mentorship service.
- 2009 STC Pacesetter Community Award for innovative use of technology.