



2021 Ohio Public Private Partnership (OP3)

SUMMER SEMINAR

KRISTEN EBERT

Director of Business Continuity and Crisis Response
American Electric Power

Kristen Ebert serves as the Director of Business Continuity and Crisis Response for American Electric Power (AEP). AEP is one of the country's largest investor-owned utilities, serving nearly 5.5 million customers in 11 states.

In her current role, Kristen leads a team that partners across the enterprise to foster a culture of preparedness and strengthen the company's response and recovery capabilities when bad things happen. For the last five years, Kristen has had the privilege of providing her strategic guidance, expertise, and support to help the enterprise develop all-hazards response and business continuity plans. Recently to mature the program, Kristen has assisted with an initiative that took a deeper look at strategies to sustain workarounds for a longer duration following a cyber-attack that results in data destruction.

Before joining AEP, Kristen worked as a consultant based in Washington, D.C. gaining over ten years of valuable experience. She has a variety of experience leading business continuity, critical infrastructure, and risk management programs for the federal government and electric utilities across the country. Kristen is a certified business continuity professional through the Disaster Recovery Institute.

When she isn't busy planning for and responding to crises, her two little girls and two fur balls keep her on her toes and planning in a different capacity.

