

TAYLOR JOLIN

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HIGHLIGHTS OF QUALIFICATIONS

- Twelve years' experience in all fields of information technology management and operation.
- Twelve years' experience in all fields of technology consultation and assessment/evaluation.
- Ten years' experience in leadership and supervision, delivering excellence in managing personnel and projects, training, and client relations.
- Eight years' experience in mentorship resulting in several mentee's successfully being promoted, gaining favorable assignments, and even being assigned directly to the United States White House Communications Team.
- Proven to excel under situations of increased stress, consistently delivering results on time.
- United States Passport Holder
- Previously held US/TSC Secret Clearance
- Previously held US/TSC Top-Secret Clearance

EDUCATION & TRAINING

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|---|-----------------|
| • Bachelor's Degree, Information Technology, Columbia Southern University, AL | EXP 2020 |
| • Certificate, Microsoft Certified Solutions Associates, Windows Server 2012 | 2016 |
| • Certificate, Linux Professional Institute, LPIC-1 Linux Administrator | 2016 |
| • Certificate, CompTIA, Linux+ | 2016 |
| • Certificate, CompTIA, Security+ | 2015 |
| • Certificate, CompTIA, Project+ | 2015 |
| • Certificate, Cisco, Cisco Certified Network Associate - CCNA Routing/Switching | 2014 |
| • Certificate, CompTIA, A+ 801 & 802 | 2013 |
| • Certificate, CIW, Web Foundations Associate | 2013 |
| • Certificate, U.S. Army, Combative/Hand to Hand Combat – Level III | 2012 |
| • License, Electrical Technicians Association, Fiber Optics Installer license FOI136176 | 2012 |
| • Certificate, 3M Technologies, 3M Fiberlok Fiber Optic Terminations | 2012 |
| • Certificate, 3M Technologies, 3M Hotmelt Fiber Optic Terminations | 2012 |
| • Certificate, U.S. Army, Combative/Hand to Hand Combat – Level II | 2011 |
| • Certificate, U.S. Army, Professional Leadership & Development Course | 2010 |
| • Certificate, Raytheon, Spitfire Radio - Satcom Operation and Field Repair | 2010 |
| • Certificate, U.S. Army, Combative/Hand to Hand Combat – Level I | 2010 |
| • Certificate, National Security Agency, Electronic Warfare | 2009 |
| • Certificate, U.S. Navy, I.E.D. Defeat System Operation & Field Repair | 2009 |
| • Certificate, Harris, Satellite Radio Deployment, Operation, & Repair | 2009 |
| • Certificate, U.S. Army, Air Assault School | 2008 |
| • Certificate, U.S. Army, Survival Evasion Resistance & Escape School | 2008 |
| • Certificate, U.S. Army, Combat Life Saver Course | 2007 |
| • Certificate, U.S. Air Force, Integrated Base Defense Course | 2006 |
| • Certificate, U.S. Army, Airborne/Parachutist School | 2005 |
| • Certificate, U.S. Air Force, Joint Tactical Attack Controller Course | 2005 |

PROFESSIONAL EXPERIENCE

Network Engineer, Puget Sound Education Service District, Seattle, WA

NOV 2016 - PRESENT

Responsible for maintaining a reliable, secure and efficient data communications network. Daily activities include; deployment of, configuration of, maintenance of, and monitoring of all active network equipment in order to ensure smooth network operation.

- Designed and deployed a Wide Area Network (WAN) utilizing 10gig SFP links between 5 (1 headquarters, 4 satellite) sites in a hub and spoke topology.
- Designed and deployed a Local Area Network (LAN), Core network at headquarters consisting of; dual Fortigate 900D Firewalls, 2 Juniper QFX 5110 core switches.
- Designed and deployed an aggregate network layer at headquarters consisting of 2 Juniper FX4600 10gig switches.
- Implemented full 10gig redundancy at each operational networking layer with LAN as well as 1gig backup/failover for WAN network.
- Renovated networking infrastructure physically and logically by cleaning up cable plant and implementing OSPFv3 by redistributing routes from legacy EIGRP configurations with no degradation in network bandwidth and no significant packet loss.

I.T. Administrator, Cascadian/MDCCommerce, Olympia, WA

FEB 2015 – NOV 2016

Responsible for designing, implementing, and managing company's computer systems and networking assets while adhering to HIPAA healthcare security standards and ISO 21188:2006, Public key infrastructure for financial services; practices and policy framework.

- Negotiated automation and printer supply contracts with local automation service providers saving the company approximately \$65,000 over a 5-year contract term.
- Designed and implemented network consolidation project which reduced companies monthly I.T. financial overhead by 45% and a total of \$132,000 annually.
- Physically and virtually supported 100+ users and Organizational Unit's for primary office, seven satellite offices, and staff in India and Malaysia.
- Deployed multiple servers utilizing Windows Server 2008, Windows Server 2012, CentOS, and Ubuntu Server 14.04.
- Installed HP ProLiant (G5-G8) Servers and Dell PowerEdge R420 Servers and configured iLo and iDRAC services for remote management.
- Established virtual hosting environments using Microsoft Hyper-V, VMWare Workstation, VMWare ESXi, ProxMox, and Linux KVM hypervisors.
- Managed OU migrations from Novell Directory Services to Microsoft Active Directory with 100% success.
- Deployed numerous HP ProLiant Servers in Hospitals and Data Centers; which utilized Hyper-V and VMWare for medical billing software and databases, throughout the continental United States.
- Implemented Cisco ASA, Cisco RV325, Barracuda x100, and Dell SonicWALL firewall's for company headquarters, seven satellite offices and two international offices.
- Implemented Cisco RV180 and FortiGate 60E firewalls for multiple remote employees.
- Maintained IBM AIX and other UNIX based systems utilized for critical medical processes while ensuring operational information security in accordance with HIPAA standards and policies.

Technical Support Analyst Expert, Comcast Cable Corporation, Puyallup, WA

SEP 2013 – FEB 2015

Identified incident trends and details that merit attention and escalation to the appropriate parties resulting in an increase in customer satisfaction and total sales.

- Managed the collection of information used to troubleshoot and correct persistent organizational issues affecting the delivery of internet and telephone services to high-value business clients.
- Developed processes to reduce companies annual spending on customer technical support and engineering resulting in a reduction of hands-on support by 30% and \$3million.
- Implemented tracking software such as BMC Remedy and BMC Track IT as well as support procedures to ensure the completion of business technical support requests resulting in the resolution of 42,000+ back logged trouble tickets.
- Ensured all departments within Comcast's west coast area of operations were in compliance with ITIL and ISO standards and provided feedback to cross-functional areas in non-compliance with FCC standards.
- Responsible for remote incident management and analysis in order to provide swift resolutions to residential and business customers.
- Provided feedback to cross-functional areas associated with non-compliance with FCC standards.

I.T. Manager, U.S. Army, Fort Lewis, WA

JAN 2012 - AUG 2013

Served as Information Technology department manager for an organization of 2000+ personnel. Managed and trained 18 technicians resulting in six being promoted within the organization and one being selected for assignment as a network administrator for The United States White House Communications Team.

- Project Manager for a remote data center upgrade and renovation project in Baghdad, Iraq with a one-month timeframe from execution to completion and a \$3.5million budget with an overall goal of alleviating data loss and network congestion due to poor wiring, maintenance, and cooling for three separate networks over six locations.
- Consolidated six separate networks in six locations into one central data center facility increasing security of data at rest and ensuring confidentiality, integrity, and availability of data and information systems.
- Successfully negotiated contracts for purchase and overseas shipment of new Layer-2 and Layer-3 networking equipment, server equipment, and the purchase and installation of HVAC systems.
- Renovation included the purchase and installation of 40 switches, 20 routers, 60 notebooks, 500 desktops with peripherals, and 280 servers costing approximately \$2million.
- Completed the installation of 40 switches, 20 routers, 60 notebooks, 500 desktops with peripherals, and 280 servers costing approximately \$2million.
- Maintained full Layer-1 connectivity of three separate networks during renovation ensuring consistent availability across primary and remote locations.
- Improvised a system downtime schedule between all six locations to facilitate flawless integration of new hardware with no loss in productivity while preserving emergency medical operations.
- Completed project one week ahead of the scheduled completion date and approximately \$500,000 under budget enabling organization to conduct operations at full capacity and allowing for a one-week buffer to correct any deficiencies found.

Network Engineer, U.S. Army, Fort Lewis, WA

MAR 2011 - JAN 2012

Responsible for designing organizational LAN and WAN networks for an organization of 250+ personnel at the Layer-2 and Layer-3 levels. Supervised a network and system administration team whose primary role was implementation of and conducting maintenance on network hardware and software utilized for daily operations.

- Coordinated and executed a network resource transition plan which resulted in the transfer of \$2.5million of network equipment between organizations with zero loss and a 100% success rate.
- Developed BASH scripts to facilitate large scale VLAN conversions in order to enable the seamless transition from Department of Defense to Department of State networking infrastructures.
- Maintained local and wide area networks to a minimum uptime SLA of 98%.
- Designed scalable networks utilizing Cisco Catalyst switches and routers, HP Layer 3 switches, and Juniper/3COM layer 3 switches.
- Created network infrastructure utilizing protocols such as OSPF, BGP, RIP, and RIPv2 as well as Site-to-Site and LLTP VPN technologies.
- Implemented and maintained Barracuda, Brocade, and Xceedium Gatekeeper firewalls in seven office locations and 15 separate network infrastructures.
- Directly responsible for the training, mentoring, and guidance of 12 subordinates enabling six of them to become promoted within the organization in less than six months.

Network Security Specialist, U.S. Army, Fort Bliss, TX

FEB 2010 - MAR 2011

Served as the Information Security Officer (ISO), ensuring that the network was up-to-date and free of any vulnerabilities and threats to daily operations.

- Evaluated vulnerability scans utilizing network scanning tools such; Wireshark, Metasploit, and Retina Q-Tip in order to notify system administrators of applicable Information Assurance Vulnerability Alerts (IAVA).
- Innovated a new disaster recovery plan by using cloud data storage, separate from traditional backup means that resulted in the continuous availability and integrity of data in the event of a catastrophic incident.
- Implemented weekly security assessment projects testing system vulnerabilities and applying fixes to systems, preventing any security flaws from being exploited.
- Created and instructed training for subordinate organizations for locating vulnerabilities to physical and logical security, applying fixes to systems, and empowering end users in personal and organization data security.
- Initiated risk assessments and created training materials for clients to provide recommendations regarding the safety of critical infrastructure, network security, and personal electronic security.

Network Administrator, U.S. Army, Fort Bliss, TX

SEP 2008 - FEB 2010

Planned, supervised, and implemented the installation, operation, and maintenance of three separate networks and corresponding equipment to include; 20 switches, five routers, and two servers in five locations.

- Meticulously tracked and completed over 5000 work orders rectifying situations ranging from Layer-1 cat5E and copper wiring issues to Layer-2 and Layer-3 switching and routing issues allowing for continuous network operability.
- Implemented installation of cabling, electrical wiring, patching, HVAC, and electrical conduit for networks in four satellite facilities of 1000+ personnel.
- Monitored network assets to ensure consistent confidentiality, integrity, and availability resulting in a 99% up time and resolving any networking issues prior to wide scale productivity being affected.
- Mentored and trained two subordinates in all aspects of network administration and equipment installation and maintenance resulting in both being promoted within the organization in one year.

System Administrator, U.S. Army, Fort Gordon, GA

SEP 2007 - SEP 2008

Lead technician for a help desk providing a complete baseline and repair service for a 1000+ client organization.

- Ensured that assigned systems were engineered, configured and optimized for maximum functionality and availability while implementing solutions that reduced multiple points of failure and improved system uptime by 99%.
- Led enterprise wide OU migration for 1000+ clients and 1750+ client workstations in Active Directory with no system degradation and zero setbacks in a two-week timeframe.
- Administrator for storage, distribution, and security of classified and top-secret material for six subordinate organizations with no data loss or spillage.

AWARDS AND HONORS

- Puget Sound Educational Service District – Employee Recognition** **JAN 2019**
Recognized for engineering and deploying a new network infrastructure during enterprise downtime.
- Puget Sound Educational Service District – Employee Recognition** **SEP 2018**
Recognized for leading Information Technology department for two months during the absence of department Director while still completing scheduled projects and managing day to day network operations.
- Medrona Inc. (India – International) - Excellence Award** **NOV 2016**
Recognition for dedication to MDCommerce and its international partner, Medrona. During approximately 1.5 years as an I.T. administrator, honoree traveled extensively throughout the continental United States, India, and Malaysia to establish independent systems and infrastructure.
- MDCommerce - Employee of the Quarter** **MAR 2016**
Awarded for expertly merging the technology assets of Caskadian, MDCommerce, & Camber Health Partners during a very difficult merger and acquisition without any loss in data, service and no downtime.
- MDCommerce - Employee of the Month** **MAY 2015**
Recognized for completing a Novell eDirectory to Microsoft Active Directory migration and speeding up work processes by centrally locating authentication services.
- Comcast - Above and Beyond Award** **MAY 2014**
Awarded for bridging the gap between Comcast and outside telephone service providers to ensure customer satisfaction in a timely manner.
- Comcast - Quarterly Employee Performance Recognition** **APR 2014**
Recognized for surpassing monthly work order completion goal of 1600 work orders by completing an average of 2464 work orders, totaling in 7393 work orders completed in Quarter 1 of 2014.
- Comcast - Above and Beyond Award** **JAN 2014**
Awarded for taking ownership of customer phone number porting issues and ensuring customer satisfaction while adhering to FCC standards in an expedited manner.
- U.S. Army – Recognition of Achievement** **MAY 2013**
Awarded by senior Non-Commissioned Officers and Field Grade Officers of the U.S. Army Signal Corps in recognition of the dedication and selfless service to mission, leadership, and subordinates displayed during a decade of military service.
- U.S. Army - Army Commendation Medal** **JAN 2012**
Awarded for planning and managing the renovation and turnover of a multi-million-dollar data center and networking infrastructure from Department of Defense to Department of State personnel.
- U.S. Army - Army Commendation Medal** **MAR 2011**
Awarded for implementing and supervising a strategic communications and automation plan in the Iraq Theater of Operations within 100% of service level agreement and a 100% mission success rate.
- U.S. Army – Recognition of Achievement** **FEB 2011**
Recognized by top-down command (Brigade, Battalion, Company, Platoon) for successful actions during combat operations, communications availability and integrity during combat operations, and leadership as a junior Non-Commissioned Officer during assignment to the 89th Military Police Brigade, 93rd Military Police Battalion, 591st Military Police Company's Headquarters Platoon.
- U.S. Army – General Command Challenge Coin** **AUG 2010**
Awarded for volunteering to perform armed personal security and military communications control for president Barrack Obama during his visit to Fort Bliss, Texas.
- U.S. Army - Army Commendation Medal** **FEB 2010**
Awarded for successfully bringing organizational networking assets to full mission capability, allowing for a 95% success rate and saving the organization \$1.8million in repair and maintenance cost.

U.S. Navy/Task Force Warlock – Command Challenge Coin **SEP 2009**
Awarded for engineering and implementing a combat mission pre-roll checklist which included a thorough mandatory I.E.D. defeat system operation scan/spectrum analysis resulting in a theaterwide (Iraq & Afghanistan) adoption possibly saving countless U.S. and coalition force lives.

U.S. Army – Command Challenge Coin **DEC 2008**
Awarded for successfully earning “Expert” on multiple small arms and automatic weapons systems resulting in a personal selection in the battalions Command Squad Personal Security Detachment for an upcoming deployment to Iraq.

U.S. Army – Certificate of Appreciation **FEB 2008**
Awarded for volunteering time to local (Augusta, GA) school children whose parent/s are actively deployed to a combat zone.

U.S. States Air Force – General Letter of Appreciation **JUN 2007**
Awarded for volunteering free time and finances to repair and restore a 1:5 scale replica F-16 for the Minnesota Air National Guard.

U.S. States Air Force – Certificate of Appreciation **AUG 2006**
Awarded for volunteering and managing a service booth during United States Air Force traveling air show at Grand Forks Air Force Base, ND.

U.S. States Air Force – Certificate of Appreciation **JUL 2006**
Awarded for volunteering and assisting with setup and teardown of United States Air Force traveling air show at Hulbert Field, FL.

U.S. States Air Force – Civilian/Command Partnership Challenge Coin **MAR 2006**
Awarded for volunteering and assisting the Pensacola Ice Pilots and U.S. Air Force/U.S. Army during a pilot partnership program that involved community engagement

U.S. States Air Force – Certificate of Appreciation **FEB 2006**
Awarded for volunteering and assisting in cleanup and humanitarian security operations of New Orleans, LA and Pensacola, FL following the devastation of Hurricane Katrina.