Taylor Jolin

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Email address: tjolin@machinica.co

Interim Chief Information Officer
Nisqually Red Wind Casino

📅 11/2023 – Present   📍 OLYMPIA, WA

- Collaborated with key stakeholders and executive leadership to communicate technical challenges effectively.
- Updated and revised outdated policies to align with current trends in Information Technology governance.
- Focused on diversity and inclusivity in the workforce while acknowledging cultural differences.
- Developed short-range and long-range plans to ensure the long term success of Information Technology projects and programs.
- Managed budgets and negotiated purchasing of equipment and services with multiple vendors.
- Oversaw a large-scale Microsoft environment using Azure, Active Directory, Autopilot, and InTune for remote imaging of assets.
- Managed SharePoint and Teams communications environments while upholding internal data protection standards.
- Led networking and systems projects to completion on time and within budget, resulting in zero downtime during infrastructure upgrades.
- Resolved a major ransomware incident within 2 days by restoring from cold-storage backups with minimal downtime.
- Maintained operational and information security standards in compliance with Washington State and Federal Casino Gaming Compacts, CIS, and NIST controls.
- Provided training and mentorship to junior technical support staff to foster professional growth and development within the department.

Network Security Engineer
Puget Sound Educational Service District

📅 11/2016 – 11/2023   📍 RENTON, WA

- Employed effective strategies to ensure reliable, secure, and efficient data communications and network operations.
- Deployed, configured, maintained, and monitored all active network and server equipment to ensure smooth network performance.
- Maintained responsibility for security and network operations for Washington State's largest Educational Service District, ensuring strict compliance with CIS Controls.

I.T. Engineer
MDCommerce

📅 02/2015 – 11/2016   📍 TACOMA, WA

- Spearheaded the design, implementation, and management of the company's computer systems and networking assets, ensuring strict adherence to HIPAA healthcare security standards and ISO 21188:2006 for public key infrastructure in financial services.
- Successfully executed a network consolidation project that resulted in a 45% reduction in monthly I.T. financial overhead, translating to a total savings of $132,000 annually.
- 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 Expert
Comcast Cable Corporation

📅 09/2013 – 02/2015 ⊘ PUYALLUP, WA

- Conducted in-depth analysis of incident trends and identified crucial details; escalated issues to relevant stakeholders, leading to enhanced customer satisfaction and heightened sales.
- Ensured all departments within Comcast's west coast area of operations were in compliance with FCC standards and provided feedback to cross-functional areas in non-compliance with FCC standards.
- Developed processes to reduce companies annual spending on customer technical support and engineering resulting in a reduction of hands-on support by 30% or $3million.

I.T. Manager
United States Army

📅 09/2005 – 08/2013 ⊘ JOINT BASE LEWIS-MCCHORD, WA

- Successfully served as the Information Technology department manager for a large organization consisting of 2000+ personnel.
- Demonstrated leadership skills by efficiently managing a team of 18 technicians, resulting in six promotions within the organization and one technician being selected for assignment as a network administrator for The United States White House Communications Team.
- Excelled as a Project Manager for a high-stakes data center upgrade and renovation project in Baghdad, Iraq; with a one-month timeframe and a $3.5 million budget.

ACHIEVEMENTS

- Demonstrated expertise as an Information Assurance Security Officer in the United States Army for over 6 years, ensuring strict compliance with DoD standards for computer and network operations.
- Developed and delivered comprehensive training on information security protocols, encompassing vulnerability identification, physical and logical security measures, system troubleshooting, and enhancing end user awareness of personal and organizational data protection.
- Crafted instructional materials and conducted engaging sessions to educate individuals on the importance of safeguarding sensitive information and implementing corrective measures for system vulnerabilities.
- Empowered end users to take ownership of data security by imparting knowledge on best practices and equipping them with the necessary skills to effectively secure personal and organizational data.
- Demonstrated expertise in information security by designing and implementing effective fixes to address system vulnerabilities, ensuring the confidentiality, integrity, and availability of critical data.
- Fostered a culture of security awareness by establishing a robust training program, resulting in improved adherence to information security policies and reduced incidents of data breaches.

CERTIFICATES

CCNA - Routing & Switching
📅 2020

CompTIA - Linux+
📅 2017

CompTIA - Project+
📅 2015

EDUCATION

Information Technology | Bachelors
Columbia Southern University

📅 2022 ⊘ ORANGE BEACH, AL