



## WORK EXPERIENCE

# Taylor Jolin



**Web:** [www.machinica.co](http://www.machinica.co)

## **Network Engineer** **Puget Sound Educational Service District**

📅 11/2016 – present 📍 RENTON, WA

- Employed effective strategies to ensure reliable, secure, and efficient data communications and network operations.
- Deployed, configured, maintained, and monitored all active network 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.
- 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 utilizing the OSPFv3 routing protocol.
- Designed and deployed a Local Area Network (LAN), Core network at headquarters consisting of; dual Fortinet Fortigate 900D Firewalls and 2 Juniper QFX 5110 core switches.

## **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.
- Ensured the seamless and optimal functioning of all I.T. infrastructure, including hardware, software, and networking equipment, through routine maintenance, upgrades, and troubleshooting.
- Established virtual hosting environments using Microsoft Hyper-V, VMWare ESXi, and Linux KVM hypervisors.
- 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.
- Installed and managed tracking software, including BMC Remedy and BMC Track IT, to streamline technical support requests and ensure prompt resolution of 42,000+ backlogged trouble tickets.
- 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.
- Trained and mentored junior technical support staff, promoting professional growth and development.
- 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.

## ACHIEVEMENTS

- Spearheaded network and security advisory services for 35 school districts in Pierce and King county as part of the University of Washington and OSPI's K20 program, delivering invaluable support to smaller districts served by PSESD.
- 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.
- Contributed to the global fight against information security incidents as a member of the United States Army ACERT (Army Computer Emergency Response Team).

## SKILLS

### ① SECURITY

SIEM



MITRE Attack



EDR



### ① NETWORKING

Cisco



Juniper



Fortinet



Aruba/HP



### ① VIRTUALIZATION

Microsoft Hyper-V



VMWare ESX



### ① SYSTEMS ADMINISTRATION

Microsoft Windows Server



Ubuntu Server



CentOS Server



macOS Server



### ① SOFTWARE DEVELOPMENT

Bash



Python



Java



Swift



## CERTIFICATES

### CCNA - Routing & Switching

📅 2020

### LPIC 1- Linux Administrator

📅 2016

## EDUCATION

### Information Technology | Bachelors Columbia Southern University

📅 2022 📍 ORANGE BEACH, UNITED STATES

## PUBLICATIONS

### Information Security - Fighting Fire with Fire

📅 03/2015

<https://rb.gy/bii9p>

An analysis I wrote on the state of information security and the mentality that surrounds it.