Taylor Higley

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Accomplished technology executive with over 18 years of industry experience that includes over 16 years in leadership roles. Proven ability to develop and lead execution of IT strategy, build high-performance teams, and drive critical initiatives to improve services and impact the business. Expertise includes IT strategy and management, cloud services, infrastructure, integration, information assurance, and oversight of the software development lifecycle.

EXPERIENCE

Director, Information Services, American Federation of Government Employees (AFGE) - Washington, D.C.   2006 - present
AFGE is the largest federal employee union with 700K government workers in the US and overseas.
- Manage $4.5M annual budget and a team of three managers, 15 staff, and several consultants providing IT services for 350+ internal users across 12 locations and building applications used by 350K members worldwide.
- Drive design and execution of technical strategy including architecture, direction of project portfolios and software development initiatives, cloud adoption, data strategy, and proactive security mitigations and countermeasures.
- Collaborated with executive board members, management peers, and staff across the organization to foster a forward-thinking, service-focused culture that emphasizes measurable outcomes and effective business systems.
- Oversaw implementation and product management of AFGE E-Dues, a membership payment and subscription management platform designed to process up to ~$100M in annual revenue for 300K+ members.
- Spearheaded establishment of an Information Security program modeled on NIST 800-53 standards, including policy and governance framework, enterprise-wide two-factor authentication and identity federation, system architecture enhancements, implementation of SOC/SIEM systems, and endpoint modeling.
- Contributed to architecture and operations for SaaS products, 70+ server instances, networks, and security services.
- Served as IT Manager (2008-10) supervising eight IT staff and additional consultants, management of budgets up to $2M, maintaining 100 servers, and overseeing software development and IT operations teams.
- Initially hired as Network Administrator (2006-07) responsible for supervising five IT employees and additional consultants, oversight of a ~$1M annual operations budget, data center build-outs, CRM selection, and supporting 250+ users spanning 12 sites.

CTO (part-time), Empowerment Through Technology and Education (ETTE) - Washington, D.C.   2007 - present
ETTE is a managed services provider offering cybersecurity, cloud services, business IT services including management, hardware and software needs, network monitoring, virtual CIO, and end-user support.
- Responsible for leading twenty employees, technical project management, establishment and enforcement of processes, staffing, business development, client advisory, and operational strategy in the US, Bolivia, and Peru.
- Led the architecture and build of an IaaS platform and multi-tenant architecture used by 35+ clients to run workloads, including HIPAA compliant applications.
- Serves as vCIO and vCISO for client organizations with more complex business and compliance requirements.
- Initially hired in a consulting capacity (2007 - 2013) before promotion to CTO with technical project management responsibility for installations and migrations of Microsoft, VMWare Server, firewall, and SaaS technologies.

Network and Systems Engineer, Nortec - Falls Church, VA   2005 - 2006

EDUCATION
- **MBA**, University of Maryland University College - Adelphi, MD
- **MS, Technology Management**, University of Maryland University College - Adelphi, MD
- **BS, Information Systems Management**, University of Maryland University College - Adelphi, MD

CERTIFICATIONS
- **Certified Information Systems Security Professional** (CISSP)
- **Certified Information Systems Auditor** (CISA)
- **AWS Certified Solutions Architect - Professional & Certified DevOps Engineer - Professional**
- **Microsoft 365 Certified Enterprise Administrator Expert**
- **Microsoft Certified Information Technology Professional: Enterprise Administrator**