

# GLEN M. TAYLOR

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## OBJECTIVE: VICE PRESIDENT OF IT | CHIEF INFORMATION OFFICER

*Project Management | Technology Infrastructure Design & Implementation | Business Strategy & Governance*

Accomplished technology executive with over 19 years of experience building and leading information systems teams that deliver outstanding technology solutions in service to organizational success. Diverse technical expertise derived from rapid learning and effective application of innovative technologies. Transformational leadership demonstrated through the recruitment of talented individuals and coaching and mentoring creating a culture of innovation and creative problem solving resulting in exceptional performing teams.

## CAREER HISTORY & ACCOMPLISHMENTS

### ACCURENCE, INC.

2015 - present

Successfully implemented a highly positive organizational IT turnaround that enabled the company to meet the increased demands of their Fortune 50 customers. This included the successful re-establishment of IT as a trusted group within the organization. Dramatically increased organizational cooperation and improved departmental collaboration.

#### **Vice President of Information Technology** 7/2015 - Present

- Managed a technology portfolio of application infrastructure, software assets, capabilities, and integrations through the successful execution of short and long-term plans.
- Led the successful coordination of the construction of a new 18,000 sq. ft. company headquarters. This involved a 15-month design and construction process for the built-to-suit facility.
- Implemented successful control processes that maintain an audit-ready posture for all customer required security and availability requirements.
- Created a comprehensive IT policy program to define, implement, and test business continuity and disaster recovery processes.
- Deployed an entirely new and upgraded datacenter infrastructure refresh. This included new server, network and storage equipment leading to a dramatic increase in capacity, reliability and customer satisfaction.
- Cultivated a positive organizational culture through the development of effective working relationships with executive, senior, business and functional leadership promoting greater collaboration and productivity across all departments.

### MCREL INTERNATIONAL

1999 – 2015

Overall responsibility for the IT strategy and operations of \$20M international education research and consulting firm supporting 5 locations across the United States and Australia. McREL grew in size between 2005 through 2010 from an \$8M to \$20M company and from 80 to almost 140 employees. This resulted in an increasingly complex operating environment and IT impact. Delivered results in all areas, specifically:

#### **Senior Director of Information Systems** 1/2009 – 7/2015

- Defined strategic and operational planning to achieve business goals by fostering innovation, prioritizing IT initiatives, and coordinating the evaluation, deployment, and management of current and future IT systems across the organization.
- Leveraged IT as a strategic investment to drive business value working closely with Finance to create business analytics systems for accounting and project management.

- Implemented ITIL service management processes resulting in a dramatic increase in employee satisfaction (93% Net Promoter Score) with IT services.
- Participated as a member of organization's Program and Strategy leadership team, which set corporate strategy.
- Executed successful integration plan merging technology systems of parent company with newly acquired company.
- Established fiscal year budget plans for IT function. Year over year all costs were kept below budgeted estimates.
- Co-led project management training initiative with key stakeholders resulting in comprehensive training of all project managers in the Project Management Body of Knowledge.

Director of Information Systems                      1/2003 – 12/2008

- Planned, managed and executed relocation of all enterprise technology assets during relocation of business headquarters. Move was completed over one weekend with all technology operational by Monday morning.
- Led all Web site design, programming and hosting responsibilities. This included hosting logistics for NASA education web sites.
- Supervised and coached team of 6 highly skilled IT professionals including network engineer, network administrator, software engineer, web developer and two help desk support specialists providing excellent technology services.
- Led efforts to identify and implement new corporate ERP system, which included accounting, CRM, reporting and business analytics to support company growth from \$8M to \$20M in annual revenues.
- Deployed mobility infrastructure with BYOD model supporting iOS, Android and Blackberry connectivity via SSL VPN for predominantly mobile workforce.
- Deployed comprehensive SharePoint system to provide both Intranet and Extranet capabilities.

Information Systems Manager                      5/1999 – 12/2002

- Significantly restructured and upgraded all IT assets that served 120 employees and thousands of clients both nationally and internationally while maintaining strict non-profit budget constraints.
- Deployed systems for network security including firewalls, intrusion detection, and antivirus systems.
- Managed all aspects of corporate network and server infrastructure technologies including Cisco routers and switchers; Windows and Novell servers; Microsoft SQL server; and GroupWise and Exchange email systems.
- Configured and maintained corporate Microsoft IIS Web servers and websites used to host NASA education sites.
- Established and implemented configuration control standards to streamline helpdesk and network operations.
- Enhanced client interactions through implementation of mission critical open source learning management system resulting in a savings of \$50,000, which enabled the delivery of online training services to educators in districts across the U.S.

Desktop Support Specialist                      1/1999 – 5/1999

- Managed all aspects of the help desk function as the sole desktop support specialist for 100 employees.
- Responded to requests for technical assistance in person, via phone and remotely for the following technologies Windows and Mac OS based endpoints (Laptops and Desktops)

## EDUCATION

Master of Business Administration – University of Phoenix  
Bachelor of Science Business – Information Systems – University of Phoenix  
Bachelor of Arts – Education – University of Wyoming

## CERTIFICATIONS

**Project Management Professional (PMP)**  
ICAgile Certified Professional (ICP)  
Scrum Alliance Certified ScrumMaster  
SharePoint Institute – SharePoint 2013 Power User  
Oracle Certified Professional, MySQL 5 Database Administrator  
Microsoft Certified Technology Specialist: Project 2010, Managing Projects  
ITIL v3 Foundation  
Microsoft Certified Systems Engineer (MCSE)

## TECHNOLOGY EXPERTISE

<b>Email/Collaboration:</b> SharePoint and Microsoft Exchange	<b>Web Development/Design:</b> Microsoft IIS, Apache, HTML, CSS3, jQuery, JavaScript, PHP, Ajax, JSON, Wordpress
<b>Container Technology:</b> Docker and LXD	<b>Operating Systems:</b> Windows, Linux, Mac OS
<b>Servers:</b> Microsoft Windows, Linux, VMWare ESXi	<b>Networking:</b> Router, Switch and Firewall configuration
<b>Database:</b> Microsoft SQL Server, MySQL	<b>Data Analysis:</b> Pivot Tables, SharePoint Power Pivot, Power Query, Power Maps
<b>Productivity:</b> Word, Excel, PowerPoint, Project, OneNote, Access	

## NOTABLE ACHIEVEMENTS

Led successful construction of 18,000 sq. ft. new company headquarters in Louisville, CO (2017)

Chairperson U.S. Department of Education Regional Education Laboratory Technology Committee (2004)

Managed redesign of McREL's corporate web site leading to Association of Educational Publishers 2004 Distinguished Achievement Award for Best Web Portal & MarCom Gold Award for McREL's web site

Recognized by NASA Genesis Mission Team for providing excellence in technology expertise for web server configuration and operations

MarCom Creative Award for Distinguished Achievement – Best Education Web Portal (2006)