

GLEN M. TAYLOR

303.550.8249 • glen@glenmtaylor.com • www.linkedin.com/in/glentaylor

OBJECTIVE: VICE PRESIDENT OF IT | CHIEF TECHNOLOGY OFFICER

*Project Management | Technology Infrastructure Design & Implementation |
| Business Strategy & Governance | Security Auditing and Compliance*

Senior technology and security executive with 22 years of success building and leading highly successful technology teams resulting in outstanding solutions in service to organizational success. Diverse technical expertise derived from rapid learning and effective application of innovative technologies. Transformational leadership demonstrated through the successful 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

Next Gear Solutions, LLC. - Louisville, CO

2019 - Present

Chief of Cybersecurity (2020 - Present)

Senior Director of Information Technology (2019 - 2020)

In September of 2019, Accurrence was acquired by Next Gear Solutions. Retained by Next Gear Solutions to lead IT operations teams and oversight of security and compliance requirements.

- Currently leading a SOC 2 Type II certification effort for all three primary Next Gear applications and production environments. Readiness assessment has been successfully completed with third-party audit firm. Control remediations are underway for scheduled audit period to begin in Q3 of 2021.
- Coordinate external penetration testing for Next Gear application and manage remediation of all findings with development and engineering teams.
- Ensure proper vulnerability management processes are implemented for Next Gear applications and infrastructure.
- Primary responsibility for the leadership and coordination of cybersecurity compliance and operations within Next Gear Solutions.
- Led successful post-acquisition initiatives to integrate technologies from Accurrence and Next Gear.
- Responsible for the coordination of all security, compliance, and due diligence requests received from Next Gear Solutions' current and potential customers. This included responding to all customer standard information gathering (SIG/DDQ) requests, coordinating with key stakeholders to ensure compliance initiatives were met and managing security audits.
- Ensure excellence in IT Operations across four U.S. based offices and two offices in India serving 250 employees.
- Manage Site Reliability Team responsible for all production revenue-generating infrastructure including cloud, managed service and on-premise data centers servicing six product lines. These systems support millions of annual transactions from thousands of contractors and insurance adjusters across the U.S.

Accurrence, Inc. - Louisville, CO

2015 - 2019

Vice President of Information Technology

Successfully implemented a highly positive organizational IT turnaround that enabled the company to meet the increased demands of its 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.

- Achieved security approval from 8 of the top 10 insurance carriers (State Farm, Farmers, Liberty Mutual, USAA, Nationwide, Allstate, American Family, and ASI) leading to business agreements for Accurrence services and increased revenue.
- Enable increased revenue generation through excellent performance of application infrastructure from startup \$1M revenue to \$15M over 4 years.
- Successful execution of short and long-term strategic plans that assisted the company to grow that resulted in excellent EBITDA gains and culminating in the eventual acquisition by Next Gear Solutions, LLC.
- 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 deployments 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.
- Maintained 99.98% up-time over 4 consecutive years for on-premise production IT infrastructure serving Fortune 50 customers.

McREL International - Denver, CO

1999 - 2015

Senior Director of Information Systems (2009 - 2015)

Director of Information Systems (2003 - 2008)

Information Systems Manager (1999 - 2002)

Desktop Support Specialist (1999)

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.

- 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.
- Led efforts to identify and implement a new corporate ERP system, which included accounting, CRM, reporting and business analytics to support company growth from \$8M to \$20M in annual revenues.
- Participated as a member of the organization's Program and Strategy Leadership Team, which set corporate strategy.
- Executed successful integration plan merging technology systems of the parent company with a 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.
- Planned, managed and executed relocation of all enterprise technology assets during the relocation of business headquarters. The 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.
- Upgraded all IT assets that served 120 employees and thousands of clients both nationally and internationally while maintaining strict non-profit budget constraints.

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)

ITIL v3 Foundation

Oracle Certified Professional, MySQL 5 Database Administrator

ICAgile Certified Professional (ICP)

TECHNOLOGY EXPERTISE

Email/Collaboration: SharePoint and Microsoft Exchange

Container Technology: Docker and LXD

Servers: Microsoft Windows, Linux, VMWare ESXi

Database: Microsoft SQL Server, MySQL

Web Development/Design: Microsoft IIS, Apache, HTML, CSS3, jQuery, JavaScript, PHP, Ajax, JSON, WordPress, Nginx

Operating Systems: Windows, Linux, Mac OS

Networking: Router, Switch and Firewall configuration

NOTABLE ACHIEVEMENTS

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

Recognized by NASA Jet Propulsion Laboratory for providing excellence in technical expertise (Genesis Mission, 2007)

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

MarCom Gold Award Website Design (McREL.org, 2006)

Assoc. of Educational Publishers Distinguished Achievement Award for Best Web Portal (McREL.org. 2004)