MARK TAGHAP

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PROFESSIONAL SUMMARY

Dynamic and result-oriented IT Director with over 20 years of IT leadership in network infrastructure, cybersecurity, SaaS and ERP. Total of 23 years experience in the information technology field within Manufacturing, Civil Engineering, Construction Inspection, Environmental Consulting, Industrial Hygiene, Surveying, Telecommunications, Supply Chain, and Public Service Industry. Developed Cybersecurity programs, policies, and led teams in implementing robust security measures to reduce security breaches for various organizations. Managed up to a $3M IT budget for a multisite company. I've led, organized, and performed 14 relocations/new building acquisitions within the past 8 years, and all were successful without any down time. Established work relationships with hundreds of vendors, contractors, and consultants throughout my years in IT.

Areas of Expertise

Leadership:
- Head of Security and IT Infrastructure
- Head of the company's CSIRT (Computer Security Incident Response Team)
- Started first WISP (Written Information Security Program) for Tangent
- Cybersecurity Staff Awareness Training
- Directed up to12 person IT Departments in manufacturing and engineering industries running 24/7 operation
- Led 4 datacenter moves
- Instrumental leader in transitioning 3 ERPs
- Experience in building a hybrid IT staff and MSP
- Led several Electronic Data Interchange (EDI) projects in the past year, Costco.ca, Costco.com, HomeDepot.com, HomeDepot.ca, Wayfair, and soon to be Ace, Wayfair, Land's Ed, Room To Go, Amazon
- Established long term relationships with consulting firms and vendors
  User training and demo

Firewall and Networking:
Cisco Meraki, SonicWALL, Watchguard, Cisco switches, Ubiquiti

Cybersecurity:

Technology Risk Programs	Data Privacy Compliance	Vulnerability and internal scans
Penetration Testing	AlienVault USMA SIEM	Phishing Campaigns
Trend Micro Email Security	Microsoft 365 Defender	Graphus

Operating Systems:

VMware ESXi 8, 6, 5.1, 4.1	Windows Server NT-2022
Kali Linux	Windows 2000-Windows 11

ERP:

Infor Syteline Cloud Suite Industrial	Epicor	IQMS

• Microsoft Dynamics AX	• SAP	• Axium

Other Applications:

• Microsoft365 Exchange Online	• Spanning for Office365	• Domo BI Cloud
• Veeam BDR	• SQL	• Salesforce
• Asana	• Egnyte Secure File Share	• Packet Tracer
• ArcGIS	• Engineering Tools (AutoCAD Civil 3D, Bentley MicroStation, SolidWorks)	• Kaseya

Hardware:
- Routers- Cisco 2811, Adtran, Edgewater
- Firewall- Sonicwall, Cisco Meraki, Watchguard, Fortinet
- Servers- Dell and HP
- Switches- Cisco Meraki MS series, Cisco Catalyst 2960/3560, HP, 3Com, Ubiquiti
- SAN/NAS-Dell Power Vault; HP StorageWorks, QNAP, Synology Disk Station
- Wireless- Cisco Meraki MRs, Ubiquiti, Sonic Points, Buffalo
- Video Surveillance- Verkada, LaView, Honeywell, Exacq, Lorex
- UPS- APC, CyberPower, Tripp Lite

Key Projects

INFORMATION TECHNOLOGY PROJECTS

Tangent Technologies (December 22, 2014-Present), Information Technology Manager.
Managing Microsoft platform running on VMware environment for 700+ employees and 15 locations. Transformed environment into a hybrid environment. Started cybersecurity programs in 2019 by improving perimeter security, deploying SIEM to improve monitoring network activity, pen test, and risk assessments. Led electronic data interchange (EDI) projects for Costco, Home Depot, Wayfair, and other trading partners during pandemic and has been a fruitful project as it increased our presence in big retail box stores. Established company's first ever engagement with a cybersecurity and computer forensic company to leverage cybersecurity risk programs and data privacy compliance. Introduced virtualization to the company and completed the implementation of VMWare, ESXi 6.0, and vSphere. Led efforts to migrate to Microsoft 365 from Exchange on premise. Deployed SIEM solution by implementing AlienVault. Led IT team and group of consultants on a massive implementation project of Infor CloudSuite Industrial (Syteline) ERP system. Improved wireless coverage throughout the plant and to our remote buildings. Deployed Trend Micro Email Security and Worry-Free Security Services as corporate email security services. Currently creating clean desk policy, phone usage policy, deploy security permissions throughout the Infor Syteline ERP, and streamline processes such as raw material drops and logistics of final product. Also manage budgets and establish vendor relationships.

Projects Completed Under Tangent Technologies
- **Written Information Security Program (completed November 2022 but this program is an ongoing program)**
- **EDI integration with ERP (30% progress)**
- **Build network at future headquarters (90 % progress)**
- **Consolidation of financial systems at four newly acquired entities (20% progress)**
- **Salesforce CPQ project (80% progress)**
- **Microsoft 365 Hardening (90% progress)**
- **RFGen Insync platform enhancement (completed July 2022)**
- **Wayfair EDI project (completed early January 2022)**
- **Re-Implementation of AlienVault as a security information and event management (completed December 2021)**
- **Engagement and partnership with cybersecurity and computer forensic company to leverage cybersecurity risk programs and data privacy compliance (October 2021)**
- **Build network infrastructure at new shipping facility (completed July 2021)**
- **Build network infrastructure at new production line facility (completed April 2021)**

- **Spanning for Office 365 (completed January 2021)**
- **Office 365 migration from Exchange 2016 for Tangent acquisitions (completed in January 2021)**
- **Office 365 migration from Exchange 2013 for Tangent (completed in October 2020)**
- **EDI projects- Costco.com, Costco.ca, and HomeDepot.ca (completed April 2020, August 2020, and October 2020 respectively). HomeDepot.com underway.**
- **Salesforce integration between newly acquired company (completed in July 2020)**
- **Enhancement of VPN and firewall to support Work From Home (completed in March 2020).**
- **Domo integration with three newly acquired companies (completed in January 2020 and May 2020)**
- **Video Surveillance and Security at all sites (completed in June 2019)**
- **Syteline ERP integration with Salesforce (completed in April 2018)**
- **Cybersecurity AlienVault (completed in February 2018)**
- **VEEAM Implementation (completed May 2017)**
- **New building setup on Fabyan Parkway (completed March 2017)-** Coordinate with ISP on fiber and internet service; running cables; implement routers, switches, computers
- **New building setup on Airport Rd and Poplar Place (completed October 2016)-** Coordinate with ISP on fiber and internet service; running cables; implement routers, switches, computers
- **Infor Syteline Cloud Suite ERP Implementation (completed August 2016)** Implementation of Syteline 9 ERP with ShopTrak, DocTrak, and Advanced Planning Scheduling
- **Windows 10 Pro deployment (completed July 2016)** Upgraded approximately 100 devices (workstations, laptops, and tablets) to Windows 10 Pro
- **Windows Platform Project (completed June 2016).** Led a team in the migration of Windows Small Business Server 2011 to Windows Server 2012R2 with Exchange Server 2013
- **Virtualization Project of VMware 6.0. (completed May 2016)** Consolidated 8 physical servers into 3 physical Dell servers by deploying VMware ESXi6.0.
- **VOIP Implementation (completed Oct 2015)** Removing old Panasonic KX system and implementing Vonage VOIP system

Environmental Design International Inc, (June 17, 2004-December 19, 2014), Information Technology Director.
Supported networks with multiple locations. Led team to a successful migration from Window 2003/ Exchange 2003 to Windows 2008/Exchange 2010 using a VMware solutions in 2011. Started and directed scanning project to archive old documents and strive for a paperless office which would minimize storage cost. Perform local and offsite network backups using Ahsay software to resolve quick file restores and disaster recovery issues. Installed a hardware firewall (Sonic Wall) and implemented a server based antivirus/e-mail content filter software (Trend Micro CSM) to improve security processes. Installed and configured new computers and software, as well as upgrading and maintenance. Implemented wireless network (Linksys) for visitors and field employees. Supports users w/ the accounting/project management database (Axium Protrax). Led a team in completing a vehicle maintenance/monitoring system. Created IT Service Agreement between users and IT department to improve the process of turning in computer/network related issues.

Projects Completed Under Environmental Design International

- **Virtualization Project.** Consolidated 12 physical servers into 2 physical HP servers by deploying VMware ESXi4.0 with VEEAM disaster recovery.
- **Relocation to 33 W. Monroe, Chicago.** Led a team in relocating corporate office in June 2008
- **Tollway, Des Plaines Office, Network Administrator.** Setup 15 workstations and laptops on LAN running on Windows2003Server. Implemented wireless access.
- **Illinois Department of Transportation, Dan Ryan Field Office, Network Administrator.** Setup 30 workstations and laptops on LAN running on Windows2003Server. Implemented wireless access and maintained ICORS database running on MS Access 2003.
- **Illinois Department of Transportation, District One/Land Acquisition, Managing Database.** Database Manager that led the scanning/archive database project using a plat scanner, then inputting the data into MS Access, and finally plotting/tracing the points via Arc View.
- **Cook County Office of Capital Planning-CC, Hektoen Office, Network Specialist.** Implemented wireless network and virtual private network (VPN) connection to main office.

PRIOR POSITIONS HELD

Robin Subaru, Inc., (January 28, 2002- June 14, 2004), Information Systems Manager. Directed the company's first online ordering system. Supported users w/ ERP system (Microsoft Dynamics AX). Maintained LAN and implemented security processes. Build computers and servers for company's use, and troubleshoot hardware and software issues. Create useful sales and financial reports (Crystal Reports) for executives to review. Performed continuous documentation of new IT processes, as well as updating current documents.

Naperville Public Libraries, (May 15, 2001- June 14, 2004), Computer System Specialist. Supported staff and patrons in 3

locations. Installed, configured, and troubleshoot new computers and software. Other activities were performing backup, maintain variety of records on operational procedures, run nightly reports for managers to review.

Tellabs Operations, Inc. (May 1, 2000- January 25, 2002), Systems Administrator. Supported 8,000 employees throughout the world by troubleshooting desktop/laptop, networking, telecommunications, and software issues. Generated financial reports, monitored operational jobs, and other administrative duties in SAP database. Assist in configuring remote access accounts and troubleshoot network connectivity. Created and managed trouble tickets by using Clarify software as the call-tracking database. Create and modified accounts in Windows NT, HPOpenMail/Outlook, Netscape Calendar, Remote Access, and Directory Services. Also performed backups and monitored Maestro.

Cross Communications, Inc. (October 1, 1999- April 14, 2000), Sales &Technical Support. Troubleshoot company software operating on Windows 9X and NT. Managed trouble tickets (Goldmine) and resolved issues in a timely fashion, while escalating unique issues to 2nd level support. Attended company's partner conferences, and based on these conferences, I was able to effectively updated "Customers Q and A".

PROFESSIONAL GROUPS

Endowance Change Advisory Board (CAB)
VMware User Group (VMUG)
Syteline User Network (SUN)
Cisco User Group
Spiceworks

EDUCATION

Post Graduate Program in Cybersecurity- University of Texas (in Austin) January 2023-August 2023
Cybersecurity Professional Program- University of Michigan May 2022- July 2022
Cisco (Cisco Certified Entry Networking Technician) Feb. 2013
VMware vSphere: Install, Configure, Manage- November 2010
Cisco Classes at College of DuPage – Spring, Summer, and Fall 2007
BS Business Management - Northern Illinois University 1999
High School- Morris Community High School 1995