

Exceptional leader with a reputation for resolving complex technical problems and improving stakeholder satisfaction. AWS Certified Solution Architect who is committed to ongoing education in the IT security field. Meticulous security expert, excellent at juggling multiple tasks and working under pressure. Eager to contribute to an out of the box thinking team that is relentless in innovating security posture. Core competencies include:

SDLC • AWS • NIST CSF • IAM • Linux • Python • Docker

## Experience

OVERLAND SUMMERS, INC., WILLIAMSTOWN, MA

2018 - present

### **Director, Technology & Development**

Led technology effort to support ~2500 campers and 200+ counselors annually on 2-6 week back-country hiking and biking trips across 40+ itineraries in 10 countries.

- Coordinated all IT services including on-premise and cloud infrastructure, licensing and vendor contracts, service integration and adoption.
- Engineered public applications and internal tools through all SDLC phases, implemented IAM federation and automated CI/CD.
- Collaborated with leadership to implement security awareness program and inform incident response plan. Improved phishing success rate 80%
- Conducted vulnerability assessments and validated PCI-DSS compliance. Eliminated 90% of unidentified network devices.
- Identified and cultivated internal talent, directed cross-functional teams to improve business impact, conducted trainings for staff and seasonal counselors.

BRAINSPIRAL TECHNOLOGIES, INC., WILLIAMSTOWN, MA

2008 - present

### **IT Consultant, Systems Developer**

Provided full range of managed IT services, hardware and software support, cloud computing, backup and disaster recovery, consulting, security and compliance, and technical support for B2B and residential clients

- Configured and monitored web, voice, network, and data recovery services supporting 100+ clients across 6 states

# Jacklyn Matts

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- Developed security roadmap to implement CIS CSC controls for HIPAA mandated organization, provided implementation support and guidance
- Designed HA architecture and automated deployment for website with 1M+ unique monthly visitors realizing 5-nines reliability.
- Developed business processes and software to track location of 2500+ physical items simultaneously through art restoration process in 32000ft<sup>2</sup> facility

COMPLETE IT CENTER, ENFIELD, CT

2008

## Network Technician

Designed and deployed networks providing MS SQL, Exchange, Active Directory, Terminal Server, IIS and other services for several regional small to medium sized clients including financial institutions and manufacturing businesses.

KOHL'S CORPORATION, ENFIELD, CT

2006 - 2008

## Department Supervisor

SACRED HEART UNIVERSITY, FAIRFIELD, CT

2002 - 2005

## System Administrator

Managed a Server Farm comprising 50+ Windows 2000/2003 Servers; Maintained an Active Directory production network servicing 6,000+ users, ensured Network Integrity. Administered 4 Exchange Servers processing 60,000+ messages/day. Maintained Veritas Tape Backup System utilizing tape libraries servicing 30+ tapes.

## Education & Certifications

**AWS**, Certified Solutions Architect - Associate

2022

**Sacred Heart University**, *Computer Science*

2005

## Community Leadership

Board Member, Secretary • Queer Connect, Inc (501c3)

2019 - present

*Annual LGBT Pride Parade, Youth advocacy, community building*

Public Relations Chair; Policy Chair • Green Mountain Area NA

2010 - 2015

*Migrated helpline to VOIP, automated meeting list, maintained policies and procedures*

Steering Committee • New England Trans Pride March & Rally

2008

*Inaugural Season, Director of Publicity & Relations*