

Taylor Higley

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SUMMARY

Technology executive with 20+ years leading IT, cybersecurity, cloud, and AI strategy across union, nonprofit, and commercial organizations. I own multi-million-dollar budgets, build teams that stay, and make board-level strategy actually work: security programs, cloud migrations, AI adoption, and platforms that scale to tens of millions in revenue.

EXPERIENCE

Director, Information Services

2006 – Present

American Federation of Government Employees (AFGE) – Washington, D.C.

Largest U.S. federal employee union, representing 700K+ members globally. Promoted through three roles to Director over a 20-year tenure.

- **Strategic Technology Leadership:** Run the full technology function: \$4M annual budget, 15-person team (median tenure: 11 years), 350+ internal users across 12 nationwide sites, and digital platforms supporting 300K+ members globally.
- **Product Strategy & Revenue Growth:** Created and launched AFGE E-Dues, a scalable membership payment platform using Stripe Billing. Grew it from \$0 to \$70M+ ARR, improving dunning recovery rates from 50% to 70.6% over two years through experimentation and targeted communications.
- **Cloud Architecture & Infrastructure:** Led cloud migration to AWS, modernized the software development lifecycle, and rebuilt data management practices to improve speed, reliability, and the organization's ability to scale.
- **Cybersecurity & Compliance:** Built a cybersecurity program aligned to NIST 800-53: MFA, IAM, Zero Trust architecture, SOC/SIEM monitoring, and ongoing risk management. Program covers the full stack from endpoint to policy.
- **Platform Reliability & User Experience:** Maintained 99.98% uptime (24/7/365, no maintenance windows) and a 99.8% user satisfaction rating for internal technical support.
- **AI Strategy & Adoption:** Built the organization's AI policy framework from scratch. Deployed AI-powered customer support automation that cut Tier I payment inquiry turnaround times, and piloted AI productivity tools across multiple departments to test real-world fit before broader rollout.
- **Stakeholder & Board Engagement:** Present strategic roadmaps, initiative updates, and risk assessments to the IT Governance & Security Subcommittee and executive leadership. Keep technical execution tied to what the organization actually needs.

Fractional CTO

2007 – Present

Empowerment Through Technology and Education (ETTE) – Washington, D.C.

Technology consultancy providing managed IT services and strategic advisory to small and mid-sized organizations.

- **Team Growth & Client Satisfaction:** Scaled operations from 3 to 20 technical staff across two continents, consistently achieving 97.9% Customer Satisfaction (CSAT) and an 88 Net Promoter Score (NPS).
 - **Cross-Industry Technology Leadership:** Delivered cloud, security, and growth roadmaps to dozens of clients in construction, legal, social-justice nonprofits, government contracting, and insurance, adapting to each sector's regulatory and operational realities.
 - **Virtual CIO/CISO Leadership:** Advised clients on technology strategy, cybersecurity posture, and governance, keeping compliance and security aligned with what the business actually needs.
 - **AI Readiness & Advisory:** Helped clients develop AI strategies, write policies, and plan adoption. Worked hands-on with organizations to evaluate tools, run pilots, and integrate AI where it actually fits.
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EDUCATION

MBA, MS Technology Management, BS Information Systems Management – University of Maryland Global Campus

CERTIFICATIONS

CISSP • CISA • AWS Solutions Architect – Professional • AWS DevOps Engineer – Professional • Microsoft 365 Enterprise Administrator Expert