

# Dylan Holcomb

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**Location:** Alfred, ON

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## Professional Summary

Experienced IT leader with a diverse background spanning cybersecurity, compliance, cloud transformation, and hands-on technical support. Proven track record of modernizing infrastructure, driving security and compliance programs (SOC 2, ISO 27001, PCI-DSS), and aligning IT operations with business objectives. Brings a grounded, people-first perspective shaped by broad real-world experience across technical and non-technical roles.

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## Notable Achievements

- Migrated entire organization to cloud-native infrastructure in under 6 months after a critical incident
  - Reduced IT operational budget by 20% while increasing service reliability
  - Delivered SOC 2 audit readiness in under 12 months from program inception
  - Led secure deployment of internal SaaS IP used across multiple business units
  - Achieved 95% BYOD policy adoption by balancing MDM enforcement with employee privacy concerns
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## Core Competencies

- **Cybersecurity & Compliance:** SOC 2, ISO 27001, ISO 27018, PCI-DSS, GDPR, vulnerability management
  - **Cloud & Infrastructure:** AWS, Azure AD, GCP, VMWare, Meraki, WatchGuard, Cloudflare
  - **IT Leadership:** Budget management, vendor negotiation, M&A integration, team development
  - **Enterprise Tools:** Jira, Confluence, GitHub, M365, Vanta, Infoblox, Rebel DNS
  - **MDM & Endpoint Management:** Cisco Meraki, Intune, Soti, AirWatch
  - **Technical Skills:** Linux (Ubuntu, CentOS), Windows Server, networking (Wi-Fi, VLANs, VPN), automation
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## Certifications

- **AWS Certified Cloud Practitioner** - Expires 2027
  - **AWS Certified AI Practitioner** - Expires 2027
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## Education

**Algonquin College** – Ottawa, ON

Computer Systems Technician – Security

**Georgian College** – Orillia, ON

Law and Security Administration

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## Languages

- English (fluent)

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## Professional Experience

### Empowered Networks

- **Director, IT** (Nov 2023 – Present)
  - Directed full cloud transformation, migrating all systems from on-prem to cloud-native in under 6 months following a major incident.
  - Orchestrated SaaS deployment strategy and secured internal IP through DevOps alignment.
  - Established and operationalized a new compliance program post-divestiture; currently steering SOC 2 audit readiness.
  - Facilitated M&A technical integration across multiple departments, including onboarding, infrastructure realignment, and policy adoption.
  - Streamlined IT budget by 20% through targeted cost controls and service consolidation.
  - Championed internal security and compliance efforts contributing to SOC 2, ISO27001, and ISO27018 readiness.
- **IT Manager** (May 2022 – Nov 2023)
  - Oversaw daily IT operations and executive reporting during post-merger restructuring.
  - Maintained security posture while optimizing internal IT service delivery.
- **Solutions Specialist / IT Support** (Jun 2021 – May 2022)
  - Modernized legacy network across all corporate offices using Cisco Meraki stack, improving reliability and reducing connectivity-related support tickets by 40%.
  - Deployed organization-wide MDM program via Meraki Systems Manager, supporting both corporate and BYOD devices; achieved 95% adoption through transparent policy rollout.
  - Executed ISO27001-aligned physical security audit across all office locations; identified risks, remediated findings, and closed all action items ahead of schedule.

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## Systems & Security Administrator

**PiiComm Inc.** – Feb 2020 – Apr 2021

- Administered corporate infrastructure and internal support operations, integrating Tenable.io for proactive vulnerability management.

- Co-led PCI-DSS compliance initiative; hardened systems and passed third-party audit under tight timeline.
  - Engineered secure AWS environment for PCI-DSS client, including VPC isolation, monitoring, and audit logging.
  - Served as interim IT Manager during leadership transition, coordinating deskside support and infrastructure teams.
  - Contributed to monthly Security Committee reviews, offering insight on technical risk posture.
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## Seismic Operations Technician

**Natural Resources Canada (CHIS)** – Jan 2019 – Sep 2019

- Supported national rollout and validation of remote seismic stations, ensuring consistent telemetry over satellite, mobile, and terrestrial networks.
  - Maintained hybrid UNIX/Windows server environment supporting 24/7 seismic data collection and scientific research.
  - Developed and maintained internal documentation in Confluence to streamline operations and improve institutional knowledge sharing.
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## Technical Tools & Platforms

- **Operating Systems:** Windows, macOS, Ubuntu, CentOS, Android, iOS
- **Cloud Platforms & Identity:** AWS (EC2, RDS, SES, VPC, CloudWatch), Azure AD, GCP
- **Networking & Infrastructure:** Cisco Meraki, WatchGuard, FortiGate, Aruba
- **Security & Compliance:** Cylance, Tenable.io, BloxOne, Vanta
- **Device & Endpoint Management:** Meraki Systems Manager, Intune, AirWatch, Soti MobiControl
- **Productivity & Collaboration:** Jira, Confluence, SharePoint, MS 365, GCDocs, Zendesk, Exclaimer, Graylog