

ROY ARELLANO

Senior Technology and Mission Support Leader | IT Ops | Cybersecurity Governance | Service Delivery

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SUMMARY

Senior technology and mission support leader with 28 years of experience across federal, defense, state, academic, and operational environments. Leads IT operations, cybersecurity governance, service delivery, acquisition oversight, contract performance, modernization, and organizational planning in complex, high-accountability settings. Currently serves as IRMS Manager for EPA Region 9 and operationally as the Region 9 Information Management Officer and Senior IT Leader, supporting approximately 900 personnel through secure modernization, emergency response support, operational governance, and enterprise technology leadership.

CORE STRENGTHS

IT Operations Leadership | Cybersecurity Governance | Service Delivery | IT Acquisition and FITARA Review | Contract and COR Oversight | Infrastructure and Data Center Operations | Portfolio and Program Leadership | Cloud and M365 Modernization | Audit and ATO Readiness | Emergency Response Support

EXPERIENCE

IRMS Manager (Supervisory IT Specialist)

U.S. Environmental Protection Agency, Region 9

San Francisco, CA | 08/2023 to Present

- Lead regional IT operations, mission support services, cybersecurity governance, acquisition review, modernization strategy, and workforce execution supporting approximately 900 personnel across EPA Region 9.
- Direct a blended workforce of 9 federal employees and 12 contract personnel across service delivery, infrastructure, collaboration technologies, asset management, information security, grants support, and operational planning.
- Manage an annual operating portfolio of approximately \$3.5 million to \$4 million, including contracts, acquisitions, travel, and COR-supported services tied to regional technology operations.
- Serve operationally as Region 9 Information Management Officer and Senior IT Leader, reviewing major IT investments, architecture proposals, and FITARA-related actions to align technology decisions with mission needs and enterprise direction.
- Helped drive Region 9 to a 1-year Authorization to Operate after a difficult period of information security instability and prepared third-party audit readiness that launched at 97 percent ready, 3 percent pending, and 0 percent gap.
- Led migration of about 900 users from legacy on-premises file shares to Microsoft 365 OneDrive and cloud collaboration tools and led the regional side of national helpdesk consolidation with zero user impact, zero breaches, and zero data loss during tenure.
- Supported major regional operations including return-to-office execution, field workstation deployment in Southern California, and emergency response support tied to the Maui Fire and Los Angeles fire efforts.
- Authored most regional SOPs and operational plans, strengthening governance, accountability, audit readiness, and service consistency.

Chief of Network Operations / Cyber Quality Evaluator

United States Air Force, 412th Communications Squadron

Edwards AFB, CA | 02/2019 to 08/2023

- Led a 40-person organization responsible for network operations supporting 300 servers, three network enclaves, two SANs, and 2.4 petabytes of data in a high-demand Air Force environment.
- Oversaw approximately \$30 million in assets and \$2.5 million in annual costs while driving cybersecurity compliance, data center optimization, system lifecycle support, and workforce accountability affecting 260 personnel.
- Built and maintained the IT and cybersecurity quality assurance program, led inspection and internal control efforts, and improved reporting discipline, readiness, and operational standards.
- Advised on technical strategy, standards, and modernization opportunities while supporting vulnerability validation, penetration testing, and cyber evaluation activities.

Project Cybersecurity Analyst

State of Hawaii, Department of Taxation / Enterprise Technology Services

Honolulu, HI | 10/2017 to 01/2019

- Developed and implemented a NIST-aligned remediation approach that reduced critical vulnerabilities by 91 percent and high vulnerabilities by 66 percent within six months.
- Led IRS safeguards audit remediation for 456 findings, reached 80 percent completion in three months, and materially improved compliance posture and audit readiness.
- Supported cybersecurity execution for a \$60 million tax system modernization effort serving approximately 1.43 million residents.

Division Deputy Chief / Supervisory IT Specialist

U.S. Indo-Pacific Command

Camp Smith, HI | 04/2015 to 08/2017

- Oversaw four branches and more than 60 personnel supporting international military engagements, cyberspace interoperability, and technology management across the Indo-Pacific theater.
- Managed \$2.8 million in resources and supported planning tied to a \$21 million annual C4I portfolio.
- Led more than 60 international engagements and directed the Command & Control Interoperability Program, advancing mission coordination and technical standards.

Chief of Network Operations / Supervisory IT Specialist

U.S. Forces Japan

Yokota Air Base, Tokyo, Japan | 10/2011 to 04/2015

- Led 25 military and civilian personnel in network operations, modernization, and information management initiatives across three networks.
- Directed a \$2.7 million data center modernization effort, virtualized a multi-network environment, and migrated 4 terabytes of data with zero data loss.
- Received the DoD Joint Civilian Service Commendation Medal for leading the migration to DoD Enterprise Email, improving resiliency and operational efficiency.

ADDITIONAL EXPERIENCE

- **University of Phoenix, Lead Faculty Area Chair / Associate Faculty, 03/2017 to 11/2024:** Taught and mentored more than 250 undergraduate and graduate students in leadership, operations, project management, cybersecurity, and IT-related subjects while supervising faculty and supporting academic quality.
- **USAA, Software/Systems Engineer, 09/2007 to 10/2011:** Led technical analysis and delivery planning for complex systems implementations, supported big data and ETL initiatives, and helped transition work from Waterfall to Agile and Scrum.
- **Southeastern Data Cooperative, Network Administrator, 12/2005 to 09/2007:** Administered multi-platform environments, supported data center and helpdesk operations, and managed WAN, LAN, wireless, and VoIP systems.
- **Military Service, 03/1998 to 02/2018:** U.S. Marine Corps Sergeant (E-5), U.S. Navy Reserve Information Technology Specialist / Petty Officer (IT2), and U.S. Navy Reserve Information Dominance Warfare Officer / Lieutenant (O-3). Progressed from enlisted service to commissioned officer leadership across communications, cyber operations, network operations, systems administration, training, and deployed mission support, including Operation Enduring Freedom, the Global War on Terrorism, and Operation Tomodachi. Decorated and honorably discharged combat zone veteran.

EDUCATION AND CREDENTIALS

- **M.S., Management Information Systems,** University of Phoenix
- **B.S., Information Technology & Computer Systems,** American InterContinental University
- CompTIA A+ certified
- DoD 8570 Cyber Workforce Qualified
- DAU Trained Contracting Officer's Representative (Federal COR)
- SECRET clearance, previously held
- EC-Council CEH, previously held
- CompTIA Security+, previously held