

Sam (Solipo) Tagaloa

Chief Information Officer at ASG Department of Health

stagaloa@doh.as

Summary

Experienced Information Technology Manager with a demonstrated history of working in the government administration industry. Skilled in Microsoft Word, Government, Windows Server, English, and Management. Strong finance professional with a Certificate IV focused in Project Management from Australian College of Project Management.

Experience

CIO

March 2018 - Present

Establish information security policies, business contingency planning, disaster recover planning, and risk management ensuring the confidentiality, integrity, and availability of information assets and processes.

Human Resources Payroll Manager at American Samoa Government

September 2015 - March 2018 (2 years 7 months)

Managing the process of workforce compensation to ensure complete and accurate payment of workforce through collaboration with agency timekeepers and financial administrators.

IT Manager

February 2013 - September 2015 (2 years 8 months)

information asset management, staff career development, performance management, managing risk from an information security perspective, business contingency, and disaster recovery

IT Consultant at ASG Immigration

November 2012 - June 2013 (8 months)

Provide technical support through assessments, implementation of new technologies and reporting.

Information Technology Manager

June 2002 - June 2012 (10 years 1 month)

Manage information assets and personnel; coordinate all incident and change management activities; maintain Business Continuity and Disaster Plans; mitigate audit findings; maintain standard operating procedures.

M.I.S. Technician at Blue Sky Communications

December 2000 - June 2002 (1 year 7 months)

Provide technical support to users, backup all databases and systems, and provide reports to management.

Customer Service Manager

September 2000 - December 2000 (4 months)

Manage the cashier and customer service desk in providing excellent service through product knowledge and customer satisfaction. Assist in other area as needed

Technical Support Analyst

September 1998 - June 2000 (1 year 10 months)

Provide customer support for dial up, Integrated Services Digital Network, and Digital Subscriber Line troubleshooting connectivity, and availability issues. Assist customers with setting up email accounts and browser related issues.

Billing Analyst

July 1998 - September 1998 (3 months)

Assist customers with their billing using Pacific Bell database for those charging their internet on their phone bill and other tools available for billing disputes

Fire Safety Director

March 1991 - July 1995 (4 years 5 months)

Responsible for Fire Life Safety training and systems at Marathon Plaza ensuring security staff and building occupants are trained on Fire Safety and Disaster Preparedness. Also managed security staff of 10 on building operations in regards to access, building services, and construction activity control.

Education

Australian College of Project Management

Certificate IV, Project Management, 2005 - 2005

American Samoa Community College

Samoan Studies, Samoa, 1986 - 1987

Activities and Societies: Student Government Association

Balboa High School

GED, Biostreetology, 1981 - 1984

ANZ Amerika Samoa Bank

Risk and Compliance

Activities and Societies: Member of Risk and Compliance

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[Contact Sam \(Solipo\) on LinkedIn](#)