ELLIOTT MATTICE – PMP, ITIL

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SENIOR DIRECTOR IT | STRATEGIC IT PLANNING | OPERATIONS & SECURITY

Visionary IT executive leader with 15+ years of experience in driving technology operations and strategy in public and private sectors. Proven success in developing and implementing IT solutions that support business goals while ensuring stability, scalability, and security. Skilled in managing internal IT teams and external partners, optimizing resources, and fostering a culture of innovation and continuous improvement blending authentic leadership with strategic technical expertise to build high-performance IT teams that drive measurable business results. My leadership philosophy emphasizes mindfulness to enhance decision-making, foster trust, and improve collaboration, while maintaining a strong focus on operational efficiency and execution.

SKILLS

Strategic IT Leadership: Strategy development, operational efficiency, and change control processes.
Vendor Management: Optimizing vendor relationships to enhance performance and cost-effectiveness.
IT Service Management: Lead internal IT support teams to ensure high-quality service satisfaction.
Regulatory Compliance: Expertise in RMF, CMMC, NIST, HIPAA, ISO 27001, and FISMA/FedRAMP.
Financial Acumen: IT budgeting, cost forecasting, and financial reporting.
Innovation & Development: Drive technology innovations to enhance operational efficiency and client care.
Systems Technology: Azure/AWS, Oracle, Salesforce, Workday, ServiceNow, Splunk,

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PROFESSIONAL EXPERIENCE

TRAUMA RESILIENCE EDUCATION CENTER | Alameda, CA   Jan 2020 – Oct 2024
Chief Information Officer (Fractional)

Oversee technology strategy, aligning IT systems with business goals and managing resources within budget.

- Develop and execut the IT strategy for a behavioral health startup, ensuring scalable operations for a 400% growth in one year.
- Optimize vendor selection and relationships, implementing cost-effective solutions that align with organizational values.

ICON CLINICAL RESEARCH | Alameda, CA   Aug 2020 – Oct 2024
Senior Director, IT

Executive leader in advancing IT strategy, regulatory compliance, and operations to advance business operations.

- Directed IT operations for 350+ staff, overseeing infrastructure, cyber security, helpdesk, and IT service management. Spearheaded IT Government Compliance Center of Excellence, establishing policies and procedures to ensure comprehensive regulatory compliance.
- Modernized IT compliance lifecycle inclusive of plan of action and milestone (POA&M), System Security Plans (SSP), Authority to Operate (ATO), Risk Management Framework (RMF) strategies.
- Implemented infrastructure modernization strategy to expand hybrid cloud environment across multi-site architecture integrating identity access management, remote access, and asset management.
- Drove automation initiatives that streamlined IT processes, reducing manual on-boarding tasks by 40% and improving process efficiency and accuracy 10x.

DELOITTE, LLC | Rosslyn, VA   Mar 2019 – Aug 2020
Senior Manager, Program Delivery

Directed full-scope IT operations: helpdesk, infrastructure O&M, cyber security, and DevOps.

- Led IT operations and project delivery for the *Defense Counterintelligence and Security Agency (DCSA)*, facilitating support for agency growth from 1,400 to 14,000 staff. Built executive-level relationships with Agency leaders.

- Established KPIs and metrics for IT service delivery, significantly improving customer support and operational efficiency while reducing support ticket completion times by 3x.
- Led Authority to Operate (ATO) reauthorization task force for SIPRNET enclave completing successful ATO package and authorization 30% faster than prior authorizations.

GDIT | Arlington, VA   Jul 2015 – Mar 2019

IT Operations Executive General Manager

Led a large IT team in full-scope services, serving as a trusted advisor to the agency CIO and executive team.

- Directed IT operations for the $350M *TSA ITIP* contract, managing 500+ team members in helpdesk support, cyber security, infrastructure operations, and project management.
- Introduced a critical incident response framework, improving up-time and reliability for mission-critical systems by over 20%.
- Achieved $2M revenue growth through strategic technology innovation and automation projects.

MVS Consulting, Inc. | Washington, D.C.   Jan 2015 – Jul 2015

Service Delivery Manager

Directed bespoke service delivery to implement project requirements through innovative service solutions.

- Directed cross-functional IT teams, overseeing service delivery and project execution, focusing on customer satisfaction and value alignment.
- Introduced agile workflows and customer-focused improvements, increasing operational efficiency and contributing to a 200% profit margin increase across direct and eCommerce channel sales.

Teamwork Retail | Clearwater, FL   Apr 2014 – Jan 2015

Sr. Implementation Project Manager

Led large-scale retail eCommerce solutions, client implementations, and drove IT innovation in retail technologies.

- Implemented a digital eCommerce strategy and cloud catalog; re-envisioned reward programs and built industry-first fully cloud-enabled retail solution for a $12M international retail chain.
- Created a digital mirror technology integrated cloud-based retail system with eBay Retail Innovations, pioneering immersive customer experiences with eCommerce back-end.

Computer Sciences Corporation | Kaiserslautern, Germany   Oct 2010 – Apr 2014

Service Delivery Manager

Provided service delivery execution and service desk expertise for DoD Dependent Schools in Europe.

- Exceeded 95% SLA compliance while averaging 3000+ monthly helpdesk tickets, supporting 50k devices and 4,000 users.
- Managed globally-dispersed team in more than 9 countries, supporting 50+ customer locations

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EDUCATION

Master's Degree in Mindful Leadership, Atlantic University, Virginia Beach, VA 2020

Bachelor's Degree in Information Technology, Strayer University, Ashburn, VA 2003

CERTIFICATIONS & CLEARANCE

Project Management Professional (PMP) | ITIL Foundations v4 | Microsoft Certified Systems Administrator (MCSA) | NIST Risk Management Framework | Secret Clearance (Inactive)