**Matthew G. Goodall, PMP, CSM, CSPO, SDP, ITIL**

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Professional Experience (CONTINUED)

Freddie Mac, McLean, VA

*Publicly traded, government-sponsored enterprise (GSE), engaged in the secondary mortgage market.*

**Application Support Senior** (2010 – 2012)

Supported release, change and deployment management services within the IT organization.

Led team of 8 direct reports that provided Level 2 (L2) support services for the Single-Family Automated Underwriting Systems, e.g., Loan Prospector (LP), Home Value Explorer (HVE) and Enterprise Operational Risk Management (EORM) applications. Established performance expectations, conducted regular performance evaluations and annual performance reviews; coached for success and improvement; and ensured diversity awareness.

* Authored the Operational Readiness document that covered Enterprise Architecture, Information Security, Privacy, Sarbanes Oxley (SOX), IT General Controls, Maintainability, Reliability, Supportability and Observability requirements.
* Led the efforts to replace all existing operations handbooks for applications with knowledge management articles in Remedy. ([Innovate! Award - August 2011](https://bit.ly/492cdvk))
* Established processes to ensure operational readiness, adherence to IT General Controls (ITGC) and supportability of applications prior to their release into the production environment.
* Transitioned L2 support services for the Single-Family Automated Underwriting Systems to the newly formed L2 support team.
* Partnered with my colleagues to roll out the Service Management support model based on the ITIL framework and participated in the Remedy Transformation Project. ([Premier Achievement Award - July 2010](https://bit.ly/3Stmg5w))Established the Service Technology and Transition (STT) team, which was responsible for enforcing adherence to the enterprise standards and guidelines for the application development lifecycle.

**Production Services Manager** (2006 – 2010)

Led team of 8 direct reports that provided operational and Level 2 (L2) product support, encompassing both “keep the lights on” (KTLO) support and continuous enhancements to system functionalities and deliverables for the Single-Family Automated Underwriting Systems, e.g., Loan Prospector (LP), Home Value Explorer (HVE) and Enterprise Operational Risk Management (EORM) applications. Established performance expectations, conducted regular performance evaluations and annual performance reviews; coached for success and improvement; and ensured diversity awareness.

* Managed the relationships with the business and third-party vendors.
* Partnered with the Business Command Center (BCC) to help them better understand every aspect of the HP OpenView tool to improve the observability of all the Single-Family Underwriting applications. This has given the Business Command Center far greater capability during critical incidents and faster response to incidents to prevent excessive system outages. ([Impact Award - July 2009](https://bit.ly/3OS92i3))
* Managed the efforts with securing, testing and implementing the required IT infrastructure for the Loan Prospector system to address volume capacity concerns in preparation for projected high levels of mortgage purchases and refinances. ([Impact Award - December 2007](https://bit.ly/42sOeD1))
* Led the reengineering efforts for Loan Prospector’s System to System (S2S) interface from synchronous to asynchronous connectivity, fully optimizing the polling intervals for all service request types, performing end-to-end testing with customers and third-party vendors and completing a successful implementation. ([Premier Achievement Award - July 2007)](https://bit.ly/496L0rG)

**Senior Business Applications Analyst** (2001 – 2006)

Provided operational and Level 2 (L2) product support, encompassing both “keep the lights on” (KTLO) support and continuous enhancements to system functionalities and deliverables for the Single-Family Automated Underwriting Systems, e.g., Loan Prospector (LP), Home Value Explorer (HVE) and Enterprise Operational Risk Management (EORM) applications.

* Maintained relationships with the business and third-party vendors.
* Facilitated business continuity planning sessions and exercises for team operations, and disaster recovery exercises for the Single-Family Underwriting Systems.
* Supported the LP Customer Test Environment (CTE) for customer’s testing initiatives, e.g., Wells Fargo testing initiative with Loan Prospector. ([Above and Beyond Award - April 2006](https://bit.ly/42tCG2I)); Participated in testing efforts for LP projects, e.g., FHA scorecard release and the Merged Credit Reference Number (MCRN) release. ([Marathon Award - June 2004](https://bit.ly/481cYn9) and [Encore Award - June 2004](https://bit.ly/49iGLsw))
* Won [Your Ticket to Recognition Award](https://bit.ly/483iN3z) for outstanding contributions to the Freddie Five (Business Operations).

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* Managed the efforts for transferring the circuit costs back to the credit reporting companies for connecting their services to Loan Prospector resulting in an annual savings of $500,000 per year. ([Breakthrough Performance Award - May 2004](https://bit.ly/3OwjgV3))
* Managed the LP network projects within Freddie Mac and between Freddie Mac, DXC, formerly known as HP and EDS, the credit bureaus and the credit reporting companies; Led the migrations from SNA protocol to TCP/IP protocol, from ISDN to dedicated T1 circuits ([Breakthrough Performance Award - December 2002](https://bit.ly/483j4n7)) and then later from T1 circuits to a Multiprotocol Label Switching (MPLS) Network.

**Service Consultant III – Technical Lead** (1998 – 2001)

Provided technical support in 800-Freddie for MidaNet, Multisuite, Goldworks, Gold Connection for Cash and Loan Prospector. Resolved customer’s internet-related connectivity and software issues on Windows and macOS platforms.

* Coached new employees on proper customer service etiquette and problem-solving techniques.
* Developed measurements for employee performance management and quality assurance.
* Crafted Midanet Mainframe Broadcasts on a monthly basis.
* Conducted Y2K testing with the Mortgage Bankers Association (MBA) to ensure customers were Y2K compliant.
* Liaison to the production management team for resolving Loan Prospector issues.

InfiNet, Norfolk, VA

*A fast-growing Internet Service Provider (ISP) owned by Gannet, Knight-Ridder and Landmark Communications to help put newspapers online and retails Internet access.*

**Senior Technical Support Representative** (Sep 1997 – Oct 1998)

Provided Level 3 technical support to over 20,000 customers and after-hours support for Gannet, Knight Ridder and Landmark Communications online media. Resolved customer’s internet-related connectivity and software issues on Windows and macOS platforms.

* Coached new employees on proper customer service etiquette and problem-solving techniques.
* Managed technical escalations with internal and external customers.
* Authored solution documentation for connectivity, e.g., customized modem initialization strings, and software issues and added documentation to the centralized knowledge base.
* Partnered with the Network Operations Center (NOC) to resolve network outages impacting customers.

Widomaker Communication Services, Williamsburg, VA

*A local independent Internet Service Provider (ISP) and web hosting company that serves homes and businesses.*

**Technical Support Representative** (Mar 1997 – Sep 1997)

Provided technical support to over 2,000 customers. Resolved customer’s internet-related connectivity and software issues on Windows and macOS platforms.

* Coached new employees on proper customer service etiquette and problem-solving techniques.
* Authored solution documentation for connectivity, e.g., customized modem initialization strings, and software issues and added documentation to the centralized knowledge base.