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

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**Profile**

Results-driven technology leader with extensive experience in delivering enterprise IT services with strong vendor and business relationship management skills. Proven ability to develop, influence, and lead cross-divisional transformation efforts and consistently deliver superior quality results. Solid background in building and leading top-performing teams and providing oversight and accountability for programs, projects, products and services. Skilled in strategic planning and leveraging industry best practices to drive operational efficiencies and cost savings. Focused on business outcomes with a track record of creating business value through information technology and agile processes. Recognized for the ability to coach and mentor colleagues and foster an environment of high productivity and teamwork. Decisive, strategic and performance driven. Areas of expertise include:

Leadership | Secondary Mortgage / FinTech | Customer and Vendor Relations | ITIL

IT Operations and IT Service Management | Service Delivery | Business Continuity / Disaster Recovery

Observability | Systems Thinking | Process Automation | Stakeholder Management | DevOps | Change Control

Agile Methodologies | Product, Project and Resource Management | Risk Management | Digital and IT Transformation

**Technical Skills**

Platforms: ServiceNow, BigPanda, Dynatrace, DataRobot, Automation Anywhere, BMC Remedy, Jira, Splunk, Tableau, UNIX, Linux, Mainframe, Microsoft Windows Server, Microsoft Windows, macOS, Microsoft SharePoint, Microsoft 365, Elasticsearch, Middleware (MQ, WebLogic, webMethods, Apache Tomcat), Relational Databases (Sybase, DB2, SQL Server, Oracle), Container Management, Continuous Integration / Continuous Deployment (CI/CD), Infrastructure, Network, Cloud Computing (AWS, Google, VMWare Cloud (VMC)), Infrastructure as a Service (IaaS), Platform as a Service (PaaS), Software as a Service (SaaS), Multi-tier architectures: web servers, batch and database, CyberArk, SailPoint, Workday, Planview, Lotus Notes

Tools: BMC Atrium Orchestrator, Ansible, BladeLogic, Nimsoft, Riverbed NetIM, Spectrum, Wavefront, Jobtrac, AutoSys, Control-M, ClearCase, ClearQuest, GitHub, Jenkins, JFrog Artifactory, xMatters, Information and Application Security including Firewall, Active Directory, LDAP, IBM TAM, PingID, SSL certificates, public key encryption, SSH, access credentials

Technologies: Artificial Intelligence Operations (AIOps), Machine Learning (ML), Generative AI, Robotic Process Automation (RPA), Java / J2EE, Python

Frameworks: COBIT, ITIL, PMBOK, SAFe

**Professional Experience**

Freddie Mac, McLean, VA Nov 1998 – Feb 2023

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

**Service Delivery Director** (2020 – 2023)

Led high-performing team of 25+ direct reports that transformed Global Operations and Service Management teams, and operational processes following an Agile Scrum methodology, Modern Delivery. Actively participated in all Agile ceremonies, e.g., daily stand ups, Project Increments (PIs), etc. Developed Objectives and Key Results (OKRs) with the team to set challenging goals with measurable results, to ensure everyone was aligned with objectives and technical architecture and working together to achieve desired outcomes. Established performance expectations, conducted regular evaluations and annual performance reviews; coached for success and improvement; and ensured diversity awareness.

* Benchmarked top AIOPs vendors for Event Correlation capability that met defined use cases / requirements. Partnered with procurement to negotiate and finalize contract for integrating a scalable AIOPs Event Correlation SaaS capability, BigPanda, for Global Operations Center; reduced monitoring alert volume by 40% and resulted in a yearly cost avoidance of $2.2M.
* Headed a cross-divisional effort, Everything Is A Ticket (EIAT), to ensure all IT work was captured within a ticketing system to promote transparency and accountability; operational work was captured within ServiceNow, and transformational work was captured within Jira.
* Leveraged data science and machine learning, DataRobot, to analyze ServiceNow data and provide operational insights to Major Incident Management and Change Management teams to improve processes.
* Implemented automated dashboarding capability, Service Management’s Automated Reporting in Tableau (SMART), to measure what matters for enterprise monthly reporting resulting in an 81.37% decrease in production time and a cost avoidance of 996 man-time hours or $94K+ per year.
* Guided Dynatrace enablement to improve observability of business applications and remove SiteScope footprint.

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* Spearheaded ServiceNow citizen development model to enable college hires to learn how to code workflows within ServiceNow and to promote DevOps.
* Remotely onboarded new team members; developed and mentored 16 college hires and 5 interns during pandemic.
* Partnered with several teams and automated 59 manual processes within Global Operations Center to further reduce task saturation, Mean Time to Escalation (MTTE) and Mean Time to Resolution (MTTR) and provide faster operations service delivery resulting in an annual cost avoidance savings of $1.4M per year.
* Delivered automated capability, Global Operations Center’s Insights Intelligence Platform (GOCIIP), utilizing Splunk saving Global Operations Center 1,092 man-time hours or $103K+ per year. Chosen to present success story at Splunk’s .conf20 conference. ([.conf20 Speaker - October 2020](https://bit.ly/41Tnqvy)).

**Application Support Manager** (2013 – 2020)

Aug 2019 – Jun 2020: Led team of 20 direct reports in Global Operations Center (GOC) providing 24x7x365 coverage for Level 1 (L1) support services for 900+ business applications, 90,000+ batch jobs, after hours and weekend coverage for the Service Desk.

Sep 2013 – Aug 2019: Directed a team of 10 direct reports supporting release, change and deployment management services within IT shared services and the factory. Voting member at weekly Change Advisory Board (CAB) meeting. Established performance expectations, conducted regular performance evaluations and annual performance reviews; coached for success and improvement; and ensured diversity awareness.

* Revolutionized GOC; turned off 24x7x365 facility lights by converting an on-site operation to a completely virtual operation during pandemic. Extended L1 support coverage to Dallas, Texas to improve service resiliency and business continuity. Participated in the Request for Solution (RFS) effort for transitioning L1 support services to managed service provider.
* Developed Portal Rest Service (PRS) reducing task saturation. This automated capability opens Incident tickets for all Spectrum alerts within ServiceNow.
* Oversaw release management and operational readiness processes for all production changes for cloud migration efforts of Freddie Mac’s data center to a Software-Defined Data Center (SDDC) in the VMware Cloud (VMC).
* Championed a high success rate of post-production changes for IT shared services and the factory through introduction of consistent, repeatable processes, and good communications, coordination and collaboration resulting in the fewest number of change-related Incidents.
* Revamped operational requirements into Operational Requirements Assessment Document (ORAD), focusing on operational and nonfunctional requirements across domains of enterprise architecture, deployment, information security, observability, business and IT operations, risk management, privacy and regulatory / Sarbanes & Oxley (SOX). Partnered with enterprise architecture to implement Permit to Operate approval formalizing Operational Readiness process improving application stability and support. ([Above & Beyond Award - October 2013](https://bit.ly/49kOuq5))
* Transitioned former Service Technology and Transition (STT) team into Release Management team without negative impact on customers.

**Application Support Tech Lead** (2012 – 2013)

Supported release, change and deployment management services and led strategic transformational efforts.

* Managed effort to transform theDesk EUC within Investments & Capital Markets into a fully supported business application adhering to IT General Controls (ITGC). ([Premier Achievement Award - December 2012](https://bit.ly/3Sp8CAy))
* Headed a cross-divisional effort that improved stability, availability and performance for Multifamily Origination and Underwriting System (MFOUS) application.
* Developed and implemented Enterprise Application Retirement Process and managed a team that executed process to help retire 98 applications; saved Total Cost of Ownership (TCO) of $4.69M. ([Impact Award - December 2011](https://bit.ly/3ucbcSv)) Transitioned ownership of Enterprise Application Retirement Process to Enterprise Architecture in April 2012.

**Previous Experience with Freddie Mac** (1998 – 2012)

[**Application Support Senior**](https://bit.ly/49lWOG1) **|** [**Production Services Manager**](https://bit.ly/49lWOG1) **|** [**Senior Business Applications Analyst**](https://bit.ly/49lWOG1) **|** [**Service Consultant III / Technical Lead**](https://bit.ly/49lWOG1)

[**Senior Technical Support Representative**](https://bit.ly/49lWOG1)(Sep 1997 – Oct 1998), InfiNet, Norfolk, VA

[**Tech Support Representative**](https://bit.ly/49lWOG1)(Mar 1997 – Sep 1997), Widomaker Communication Services, Inc., Williamsburg, VA

**EDUCATION & PROFESSIONAL DEVELOPMENT**

Information Systems and Operations Management courses (4.0 GPA), George Mason University, Fairfax, VA

General Education Requirements, Virginia Tech, Blacksburg, VA

General Education Requirements, Old Dominion University, Norfolk, VA

General Education Requirements, Christopher Newport University, Newport News, VA

[CERTIFICATIONS](https://bit.ly/3SMz4FL) [TRAINING](https://bit.ly/490ghwi) [HONORS & AWARDS](https://bit.ly/3HMjSlB)