

Professional BIO

Nicholas "Nick" J. Intintolo

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DYNAMIC, STRATEGIC ENTERPRISE ADVISOR PASSIONATELY MAXIMIZING HUMAN OUTCOMES FOR GREATER PUBLIC SERVICE COMMUNITY

Accomplished C-level advisor and public service domain advocate, owing to over thirty years successful program modernization, market development, and digital transformation campaigns informed through concentrated analytical paradigms. Actively spearheading immersive customer advocacy aiding service delivery clients seeking to improve community and stakeholder outcomes through advanced modernization and transformative application. Extensive interdisciplinary career influences have emboldened executive-level advisory trust, proficiency in problem identification and resolution, cross-discipline collaboration leadership, orchestration, and facilitation, while inherently and passionately driven to enhance client service outcomes through innovative thinking and resilient execution.

**Leadership • Innovation & Digital Transformation • Customer Engagement
Risk Mitigation/IV&V • Program Stewardship • Negotiation
Revenue Growth • Market Capture • Coaching**

Public Service Community Impact

SOCIAL SERVICES

Contracted by the Florida Department of Children and Families, serving as the Modernization Manager for its Child Welfare Modernization program. My responsibilities in this role encompass change management and training leadership, software change control board management, workforce usability requirements analyses, risk management, root-cause analyses, and interim product ownership. 2022 - 2024.

As the Agency's Innovation Leader, successfully spearheaded a three-part agile efficiency workshop series for Florida Department of Children and Families' Office of Child Welfare identifying 5M+ transformative workforce-hour targets, formation of the Office of Well-Being to assist investigators experiencing post-traumatic symptoms associated with child abuse investigations, and conceptualization of future innovations in training, technology, and policy many of which are now implemented and reaping prior benefit projections. 2019-2020

Spearheaded campaign with Georgia Department of Children and Families and State Courts joint task force develop a "lives saved report" utilizing cognitive analytics and identity resolution to help identify positive impact associated with case worker child interventions. 2016

Former member, President Obama's Opioid Addiction Task Force, identifying and developing national best practices to mitigate the risk of teenage heroin and/or opioid addiction. 2015-2016

Provided oversight to Florida Department of Juvenile Justice assisting them leverage predictive analytics towards achieving a 20+% reduction in juvenile recidivism in 2015.

Organized an advanced research environment to the Philadelphia Department of Human Services, immediately establishing more accurate transitioning youth, child protection, and foster placement assessments. 2014-2015

Assisted Florida-based community care provider adopt cognitive analytics leading to more advanced regional homelessness research. 2014-2015

ECONOMIC SUSTAINABILITY

Served as Managing Partner for Florida Department of Commerce IV&V during initial phase of its Re-employment Modernization multi-year initiative. 2021-2022

Assessed and improved Florida Department of Children and Families call center toll-free strategy, reducing overhead by over \$1.5M in the first year, leading to DCF receiving Florida Tax Watch award in 2019-2020.

Assisted Florida Department of Children and Families Economic Self Sufficiency unit expedite bot implementation within its call center at the onset of Covid (March 2019), helping significantly reduce dropped calls/hold wait times while providing automated customer self-service. 2020.

HIGHER EDUCATION

Volunteer I-Corps mentor of the University of Central Florida Master of Science in Data Analytics. 2016-2018.

Member of the University of Central Florida Big Data and Analytics Board. 2015-2019.

Founding member (IBM representative) of University of Florida's Innovation Hub (now known as UF Innovate). 2013-2014.

CRIMINAL JUSTICE

Assisted Tennessee Department of Correction develop a visualization toolset to monitor and assess adult recidivism trends. 2011-2012

Advised the Maryland Judiciary to adopt and deploy GJXML 1.0 in support of their five-year interoperability strategy. 2002-2005

Advised the Commonwealth of Pennsylvania adopt LDAP within their baseline information sharing architecture enabling the first national integrated justice network (PA-JNet). Today, this CJIS architecture is still considered a national showcase implementation. 1997-2000

CRISIS AND EMERGENCY MANAGEMENT

Assisted Chester County, PA PSAP introduce modern listening and analysis capabilities to improve 911 call agent performance. 2017-2018

Advised the Inland Empire (San Bernardino, CA) adopt a new private-public CONOP. 2016

Launched the first NIMS-compliant Resource Management system within New Jersey State Police. 2003-2004

Founding member; Maryland Governor Ehrlich's All Hazard's Forum. 2003

LAW ENFORCEMENT

Developed national brand awareness strategy for property and evidence management with Nation's largest police force. 2009-2010

Drove national adoption strategy of video surveillance point solution for Silicon Valley startup for increased officer situational awareness. 2008

Spearheaded creation of Justice iHub strategy assisting Illinois State Police implement CLEAR as first national iHub deployment. 2002-2005

CERTIFICATIONS

Scrum Master, Six Sigma Global Institute
Midas Management Consulting, Price Waterhouse
Government Insights and Solutions
Platinum Level, IBM
NIMS, Emergency Management Institute

EDUCATION

Drexel University, Philadelphia, PA
Bachelor of Science: Information Systems

PUBLICATIONS

"The Census Does More than Count People, it Impacts Billions in Federal Aid to Florida", Florida Tax Watch, 2018

"Think Outside the Cell", IBM Publications, 2014