

ROBB M. CLARK, PMP, SSBBP, ACP

77 H Street, NW • Washington, DC 20001 • robbmclark@msn.com • 202-725-7702

Years of Experience: 20+

Skills and Tools Experience:

Professional Project Manager (PMP)
Six Sigma Black Belt
Agile Practitioner
Cloud Migration: IaaS, SaaS, PaaS, DaaS
Key Management
Enterprise Architecture/FEA
ITIL Foundation/v2
FISMA/NIST Compliance
Cyber Security Management
Top Secret (Inactive/Agency Specific)
Public Trust (Active)

Education and Certifications

MS, IT Management, George Washington University, 1998
BS, Electrical Engineering/Computer Science, George Washington University, 1996
AS, Mathematics/Computer Science, Prince George's College, 1995

Will Benefit From:

- 20+ years of experience working in the technology sector as an IT Program Manager, improving performance, streamlining operations, and delivering cost-effective solutions for innovative management of critical information.
- Hands-On EPMO Management, Process Management, and Implementation
- Enterprise Application Development & Integration
- Executive Advisor (C-Level)
- Demonstrated record of success in diverse IT enterprise environments, e.g., developing enterprise IT strategic vision and managing/supporting/ consolidating customer networks, systems and business applications.
- Extensive knowledge and use of innovative tools/techniques, best practices and PMI/ITIL/ISSO philosophies to improve operational efficiency/scalability of clients networks/infrastructure (SaaS, PaaS, IaaS)
- Solid track record in managing and supporting IDIQs to include **TSA/DHS, NOAA, DoD, DOL, LOC, AOC, US Senate (SAA), IRS, DOT, DOC, EOP, NIH, FAA, HHS-CMS, USCP, Census, FBI, CIA, NSA, Fannie Mae, Freddie Mac and Television Broadcasting**

Professional Experience:

CIO Special Advisor Application Integration/PBS

Dec 19 – Current

Supported and managing enterprise software consolidation, implementation, development and delivery of the organization's mission critical publication suites. As lead advisory, the role reported directly to the CIO and laterally with executive leadership and five (5) lines or business (LOB). Tasking included program/project planning, identifying and developing project milestones, strategic goals, staffing, scheduling, identification and mitigation of risks and issues, contingency planning, budgeting, vendor management, and delivery. *Supported Environments:* NOC, SOC, Application Development, User/Incident Management, Constructions Management, and Infrastructure (servers, applications, telecommunications, AV, PaaS, IaaS and routing).

| Enterprise Tools/Products | Methodologies Used | Business Support Areas |
|---|--|---------------------------------------|
| Imagine, Ooyala, Aspera, Avid, MassTEch Baton, Telestream | Enterprise Architecture/ Agile/Waterfall/ ISSO/ITIL/CMMI | Application Development & Integration |
| | | Media Operations/AV/Publications |

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| | | |
|---------------------------------------|---|--|
| Jira, Confluence, SAP, Lean Six Sigma | Process Engineering | QA/QC/Process |
| AWS/Azure | Migration Services/Readiness (PaaS, IaaS) | Vendor Management |
| | | InfoSec/Infra Services |
| N/A | N/A | Move/Relocation/Facilities/Construction Management: Systems/Applications/Telecommunications |

Independent Consultant / Deutsche Bank

Oct 17 – Nov 2019

Supported and managing cyber security resilience and compliance portfolio within the Chief Office of Information Security (CSO) to include project planning, identifying and developing project milestones, strategic goals, staffing, scheduling, identification and mitigation of risks and issues, contingency planning, budgeting, vendor management, and deliverables. *Supported Environments:* NOC, SOC, Construction Management, User/Incident Management, and Infrastructure (datacenters, servers, applications, telecommunications, AV, and routing).

| Enterprise Tools/Products | Methodologies Used | Business Support Areas |
|---------------------------|--------------------|--|
| FireEye | Agile/Waterfall | Cyber Security/Incident Management |
| Splunk | | |
| CheckPoint | | |
| CyberArk | | |
| ProofPoint | | |
| Tanium | | |
| F5 Networks | | |
| Carbon Black | | |
| N/A | N/A | Move/Relocation/Facilities/Construction Management: Systems/Applications/Telecommunications |

Operations Program Manager & Task Lead/n-Link Corp.

Jun 17 – Oct 17

As the NOC/Desktop Program Manager (PM), I lead the execution of the program by providing management, direction, administration, and quality assurance (QA); thus ensuring that all support and requirements are accomplished in accordance with (IAW) the TO by using the industry best standards, practices, and methodologies (Project Management Body of Knowledge (PMBOK), ITIL, PMP, and Capability Maturity Model Integration) to diligently track and document TO requirements and activities. Additional tasks include ongoing communication with the Contracting Officer (CO), Contracting Officer Representative (COR), Government Technical Representative (GTR), and other Government personnel to track activities and provide strategic technical direction, financial, personnel and administrative issues and risks throughout the PoP. The role supports interactions with DOC leadership, ensuring open, timely, and effective

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communication during both scheduled and unscheduled meetings, the PM assures DOC GTR personnel are aware of all relevant activities, resolved and unresolved issues, work plans, resource level, daily operational tasking, and project portfolio management. *Supported Environments:* NOC, SOC, Construction, User/Incident Management, Constructions Management, and Infrastructure (datacenters, servers, applications, telecommunications, AV, and routing).

| Enterprise Tools/Products | Methodologies Used | Business Support Areas |
|---------------------------|---|---|
| ServiceNow | Enterprise Architecture/Management | SecOps Management/ Compliance/Workflows/Asset Management |
| Splunk/Solarwinds | ITMS/ITIL/ISSO | Continuous Monitoring/Incident Management |
| McAfee/Tenable | N/A | NOC/SOX/EPMO Operations/Incident Management |
| Cisco | N/A | Infrastructure |
| VMware/EMC | N/A | Infrastructure |
| AWS/Azure | Migration Services/Readiness (PaaS, IaaS) | Vendor Management |
| | | InfoSec/Infra Services |
| N/A | N/A | Move/Relocation/Facilities/Construction Management: Systems/Applications/Telecommunications |

Senior Program Manager/Task Lead/Engility Corp.

OCT 16 – Jul 17

Support includes managing a large task order with multiple projects with frequent daily interaction within FDA's Scientist/Laboratory Infrastructure. Responsibilities include leading and directing the employees supporting the task order, and ensuring the Task Order (TO) is maintain within scope and sustains profitability valued at \$15mil.

Other tasks include: Operations, Planning coordinated and supervising all TO activities and served as the principal representative for all matters pertaining to the Statement of Work and the contract's performance. Provide for the welfare of personnel and the enhancement of the contract to include optimizing the balance between resources of manpower, time, materials and money. Manage customer expectations and customer satisfaction; ensured customer and TO satisfaction and heightened performance levels. Manage an integrated master schedule and resource balancing in response to dynamic requirements. *Supported Environments:* NOC, SOC, User/Incident Management, and Infrastructure (datacenters, servers, applications, telecommunications, AV, PaaS, IaaS, and routing).

| Enterprise Tools/Products | Methodologies Used | Business Support Areas |
|---------------------------|-------------------------|--|
| CA Enterprise | Agile | Asset Management |
| Splunk/Solarwinds | Enterprise Architecture | Continuous Monitoring/ Incident Management |
| CRM | ITMS/ITIL | Business/LOBs |

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| | | |
|------------|-----------------|--|
| Salesforce | N/A | Business/LOBs |
| Puppet | SDLC | Infrastructure |
| RAD/JAD | Agile | QA/QC |
| ServiceNow | Agile/CMMI/ISSO | Compliance/Workflows/Assets Management |
| Azure | SDLC | Cloud: IaaS, SaaS, PaaS |
| EMC | N/A | Data Management |
| N/A | N/A | Move/Relocation/Facilities/Construction Management: Systems/Applications/Telecommunications |

Senior Project Manager/Advance Digital Systems, LLC OCT 15 – OCT 16

Supported the lifecycle management and project implementation tasks within the Food and Drug Administration (LABS) (FDA) – Office of Information Management (OIMT). Support efforts included project triage, SOP development, scheduling and executions support, requirements gathering, business process re-engineering, and customer support. *Supported Environments:* NOC, SOC, User/Incident Management, and Infrastructure (servers, applications, telecommunications, AV, and routing).

| Enterprise Tools/Products | Methodologies Used | Business Support Areas |
|---------------------------|-------------------------|---|
| CA Enterprise | Agile | Asset Management |
| Splunk/Solarwinds | Enterprise Architecture | Continuous Monitoring/ Incident Management |
| Salesforce | N/A | Business Management |
| Puppet | SDLC | SecOps/Infrastructure |
| CMDB | N/A | QA/QC |
| ServiceNow | Agile/CMMI/ISSO | Compliance/Workflows/Assets Management |
| Azure | SDLC | Cloud: IaaS, SaaS, PaaS |
| EMC | Enterprise Architecture | Data Management |
| N/A | N/A | Move/Relocation/Facilities/Construction Management: Systems/Applications/Telecommunications (AV) |

XOC Infrastructure Operations Lead/PM, QSSI/CHIT, LLC DEC 14 – SEP 15

Supported day-to-day operational tasks in an Oracle Access and Identity Management environment in support of healthcare.gov initiatives under the Department of Health and Human Services (HHS). Direct tasking included supervising a team of highly skilled Oracle engineers and systems administrators primarily responsible for system health, monitoring, and performance reliability. Other responsibilities included design, build and deployment of application enhancements; cross collaboration with external vendors and technical team to deliver highly available and interoperable performance metrics; ensured consistency in service delivery by enforcing standards/procedures for implementing technical solutions and situational readiness. *Supported Environments:* NOC, SOC, User/Incident Management, and Infrastructure (servers, applications, telecommunications, AV, and routing).

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| Enterprise Tools/Products | Methodologies Used | Business Support Areas |
|--|----------------------------------|---------------------------|
| Oracle Access & Identity Management/SaaS/SOA | CMS | Healthcare.gov/CMS |
| | PMI | QA/QC/Incident Management |
| | IT Governance | Web Services |
| | ITIL | Compliance |
| | Configuration/Release Management | Cloud Services |

Program Manager, Freddie Mac/Fannie Mae

APR 14 – NOV 15

Supported and managed the Common Securitization Infrastructure/Platform (CSI/CSP) PMO within the Freddie Mac's Federal Conservatorship Program. The role focused primarily on managing an application development portfolio comprised of 18 inflight projects consisting of ~200+ FTEs supporting financial (mortgage securitization/fund management) application development in both Agile and SDLC frameworks. Support included custom application development to include portfolio and risk management, fund management, front/middle/back office support, API integration, data mining, and state/federal regulation compliance. Budgeting responsibilities included tracking actuals, forecast and allocations totaling ~\$50mil per year. Other duties included requirements gathering and interpretation, quality assurance, conflict resolution, risk management, maintaining and evolving project management methodologies, planning and scheduling project goals, coordination milestone dates and deliverables, customer expectation management, executive/program reporting (program health checks) and project manager mentorship. *Supported Environments:* NOC, SOC, User/Incident Management, and Infrastructure (servers, applications, telecommunications, AV, and routing).

| Enterprise Tools/Products | Methodologies Used | Business Support Areas |
|---------------------------|--------------------|-----------------------------------|
| PlanView | Agile | Financial/Mortgage Securitization |
| | SDLC | QA/QC |
| | IT Governance | Compliance |

Executive Manager/Advisor , State of Maryland

AUG 13 – APR 14

As a special advisor to the Chief Information Officer for DHR, I supported the strategic and operational alignment for the agency's largest contract to include enterprise application development, hosting/cloud migration services, enterprise architecture, PMO management, and IT operations. Additional support activities included portfolio management of DHR's 32 operational and technical teams providing IT services throughout the State of Maryland. *Supported Environments:* NOC, SOC, User/Incident Management, and Infrastructure (servers, applications, telecommunications, AV, and routing).

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| Enterprise Tools/Products | Methodologies Used | Business Support Areas |
|---------------------------|-------------------------|---|
| CA Enterprise | Agile | Network Operations |
| Splunk | Enterprise Architecture | Continuous Monitoring/ Incident Management |
| Microsoft | IT Governance | SOC Operations |
| Remedy | PMI/CMMI | EPMO/User & Infra Management |
| SAP | Enterprise Architecture | Business/LOBs |
| Oracle | RAD/JAD/JIRA | CFO/HR |
| ServiceNow | ISSO/ITIL | Compliance/Workflows/Assets Management |
| PeopleSoft | SDLC | HR |
| N/A | N/A | Move/Relocation/Facilities/Construction Management: Systems/Applications/Telecommunications (AV) |

Sr. Program Manager, DOL/HHS

JUN 12 – JUL 13

As a senior advisor to the Information Technology Director and Chief Strategic Officer for ETA, I supported the alignment of critical infrastructures and applications development services through Enterprise Architecture services to include IT Governance, the identification of duplicative services/platforms, OCIO consolidation efforts, and application/data management. Core tasking focused on consolidating the agency's grants management platform (9 bureaus) into a centralized and serviceable architecture supporting 12000+ grantees and revenue in excess of \$750mil. The deployed solution, widely considered a "One Stop Service Solution", streamlined operational costs, improved customer usability and satisfaction, shorten the agency's grant lifecycle from solicitation-to-award to 60-days from 180-days, and promoted increased interdepartmental cooperation and ownership. *Supported Environments:* NOC, SOC, User/Incident Management, and Infrastructure (servers, applications, telecommunications, AV, and routing).

| Enterprise Tools/Products | Methodologies Used | Business Support Areas |
|---------------------------|---------------------------------|------------------------|
| BizFlow | Agile: Scrum | IT Servicing |
| CPIC/OMB | Federal Enterprise Architecture | QA/QC |
| Oracle | IT Governance | Compliance |
| PeopleSoft | N/A | Grants Management |
| SAP | Enterprise Architecture | Grants.gov |

Executive Account Manager/Program Operations & Manager, NTVI

JAN 10 -- JUN 12

As the Portfolio/Program Manager my duties revolved around supporting the Small Business Administration (SBA) user community of 6500 users and 87 district offices. Additional tasking included the management and profitability of the division's professional services portfolio. *Supported Environments:* NOC, SOC, User/Incident

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Management, and Infrastructure (servers, applications, telecommunications, AV, and routing).

| Enterprise Tools/Products | Methodologies Used | Business Support Areas |
|---|---------------------------------|---|
| CA: Spectrum/Change Management/Services Desk/Assets Manager | Earned Value Management | Network Operations |
| Deltek | Federal Enterprise Architecture | HR Management |
| Microsoft | IT Governance | Application Development |
| Primavera | PMI | EPMO |
| Remedy | ITSM | User Management |
| Cisco | Enterprise Architecture | Infrastructure |
| Tivoli Enterprise | SDLC | Compliance |
| N/A | N/A | Move/Relocation/Facilities/Construction Management: Systems/Applications/Telecommunications (AV) |

Task Order Program Manager, General Dynamics

JUL 05 – MAY 09

DoD, LOC, AOC, US Senate (SAA) EOP, NIH, FAA, USCP, FBI, CIA, NSA

Under the enterprise-wide Senate Information Technology Support Contract (ITSC), I managed a \$345 million portfolio supporting over 17,000 end-users for the US Senate. I managed IT purchasing, installation, helpdesk support, maintenance, and asset inventory management. Additionally, I introduced PMI-compliant PMO methodologies to ensure consistent, repeatable project results. *Supported Environments:* NOC, SOC, User/Incident Management, and Infrastructure (servers, applications, telecommunications, AV, and routing).

| Enterprise Tools/Products | Methodologies Used | Business Support Areas |
|---|---------------------------------|-------------------------|
| CA: Spectrum/Change Management/Services Desk/Assets Manager | Earned Value Management | Network Operations |
| Deltek | Federal Enterprise Architecture | HR Management |
| IBM | FedRAMP | Application Development |
| Remedy | ITIL | User/Asset Management |
| Microsoft | Enterprise Architecture | QA/QC |
| Tivoli Enterprise | Enterprise Architecture | Compliance |

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Additional Experience

| | |
|---|--------------|
| NOC Sr. Program Manager, Mindbank Inc. (DOC/Census) | 2005 – 2005 |
| Sr. Program Manager/Operations Manager, OpalSoft Inc. (TSA/DHS/DOT) | 2003 – 2005 |
| Director of Information Services, Colonial Parking Inc. | 1999 -- 2003 |
| Network Operations Director/Program Manager, Intersolv Inc. | 1997 -- 1999 |
| Senior Project Manager, PC Data Inc. | 1996 -- 1997 |