

JOEL PATTON

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U.S. Citizen ♦ Veteran's Preference: N/A ♦ Highest Federal Grade: GS-13 ♦ Active Public Trust Clearance

Results-driven **INFORMATION TECHNOLOGY (IT) PROGRAM LEADER** with 20+ years' experience leading IT operations, programs, and support functions within federal enterprise-wide operations. Demonstrated skills in governance, security operations management, penetration testing, employee/end-user training, and program management. Develop technical solutions to expand capabilities and streamline processes; initiate and advocate system enhancements. Demonstrate an organized and systematic process for problem solving and prioritizing actions; recognized as a resourceful, accountable, and proactive leader.

Strong Communication, Negotiation, and Presentation Skills **Training Development | Operational Oversight | Creative Problem Solving**

PROFESSIONAL EXPERIENCE

07/2023 – Present, **MANAGEMENT AND PROGRAM ANALYST**, GS-13, U.S. Cybersecurity and Infrastructure Security Agency (CISA), Stakeholder Engagement Division, Arlington, VA 22203, 40 hrs/wk, Supervisor: Justin Covington, 305-619-0304, may contact.

Oversee and coordinate Critical Infrastructure (CI) information sharing; manage Homeland Security Information Network Critical Infrastructure (HSIN-CI) support, stakeholder communications, and technical resources. HSIN-CI is the trusted network for homeland security mission operations to share Sensitive But Unclassified (SBU) information and is the primary system through which private sector owners and operators, DHS, and other federal, state, and local government agencies collaborate to protect the nation's critical infrastructure.

Work with HSIN-CI support teams to identify and address emerging risks within the CI Information Sharing Environment (CI ISE) and capitalize on identified solutions and opportunities. Perform ongoing in-depth analysis of evolving program needs to deliver and support recommendations on complex issues affecting major programs, particularly related to information sharing capabilities and resource availability. Lead project planning, prioritization, and implementation of CI ISE and HSIN-CI requirements and process improvements. Accurately anticipate and identify key issues, offering a variety of actionable solutions and approaches.

Lead CISA's coordinated operational and policy engagement with international partners to expand and mature US-based strategy, planning, analysis, and program management support to CISA's overseas staff and grow in-house subject matter expertise, engagement planning, and analysis capabilities to provide CISA leadership with key insights to strengthen Five Eyes partnerships and grow influence in the Indo-Pacific region. Organize virtual workshops and conferences to facilitate networking and knowledge exchange among HSIN-CI's Community of Interest (COI) stakeholders.

Plan and develop a variety of projects and studies that analyze and evaluate distribution of work among positions and organizations, including appropriate staffing levels and skills mix. Analyze and evaluate extensive organization functions and activities being considered for conversion to contract operations. Research possible benefits and uses of automation to improve the efficiency of administrative and program operations. Design program evaluation plans, procedures, and methodology. Document and report findings to management. Serve as an authoritative source of consultation for other managers and program specialists.

- ✓ Handle complex and high visibility communications effectively. Collaborated with CISA's public affairs team to increase digital media coverage opportunities and promote success stories from HSIN-CI's numerous COIs, delivering an increase of 5% in related digital traffic and quantitatively illustrating this success to CISA leadership, championing HSIN-CI's superior program equities.
- ✓ Served as HSIN-CI Project Manager and Federal Engagement Lead across 5 COI engagements, successfully fostering new and renewed partnerships and increasing HSIN-CI's membership growth. Established partnerships with key federal agencies and influential organizations to enhance the HSIN-C network's visibility and credibility. Monitored and evaluated the effectiveness of HSIN-CI's numerous engagement and outreach efforts, providing a data informed picture of these efforts at all levels.
- ✓ Launched a user forum to foster and formally generate collaboration between HSIN-CI and its members, driving conversations around knowledge sharing and related community engagement efforts and opportunities.

- ✓ Conducted a thorough review of CISA's Mission Enabling Offices (MEOs) to identify training needs and developed a strategy and training plan tailored to those needs. Designed and executed webinars with specific learning objectives, leveraging subject matter experts (SMEs), interactive platforms, and customized materials. Tracked participation, gathered feedback, conducted a pilot test to resolve technical issues, and continuously refined content and delivery based on insights and trends.
- ✓ Established working groups with key stakeholders and influencers to address specific industry challenges, resolving 10% of HSIN-CI user's identified gaps and enhancing HSIN-CI's value to the overall CI community.

06/2021 – 07/2023, **IT OPERATIONS MANAGER**, CACI International, National Harbor, MD 20745, 40 hrs/wk, Supervisor: Nicola Allen, 202-904-3084, may contact.

Served as IT Operations / Customer Advocate Manager supporting CISA; liaised between the customer's sub-component organizations and Office of the Chief Information Officer (OCIO) on all IT matters related to hardware, software, physical moves, and system outages. Collaborated with internal teams within CISA and external government and private sector teams to troubleshoot technology, coordinating logistics for each project in order to meet deadlines while maintaining high-quality standards. Ensured compliance with CISA processes through all phases of the life cycle: planning, requirements definition, design, development, integration, testing, disposition, implementation, operations, and maintenance.

- ✓ Managed onboarding technical logistics for CISA, assigning and tracking laptops, iPhones, monitors, and MiFis (mobile hotspots); coordinated with the Human Capital office and used ServiceNow to track tickets and provide updates to managers on status of equipment pickup and shipping.

04/2018 – 06/2021, **LEAD IT SPECIALIST**, Defense Information Systems Agency (DISA), Fort Meade, MD 20755, 40 hrs/wk, Supervisor: Mike Morgan, current contact info unavailable.

Lead User Access / Account Manager (UAM) for the GTG-F module within the Development and Business Center / Interoperability Standards Division (BDE2). Developed internal UAM Standard Operating Procedures (SOPs) and Administrative Guide to provide training and recommendations on resolving or elevating common and complex user inquiries. Provided hands-on training of the GTG-F UAM process for the Contracting Officer's Representative (COR) and program managers.

- ✓ Worked with DISA Field Security Operations (FSO) and Risk Assessment teams to ensure systems' Authorization to Operate (ATOs) were currently under the Risk Management Framework (RMF) documentation process and that all systems maintained certification.
- ✓ Performed as Assistant Information Assurance Officer (IAO) for the Global Information Grid (GIG) Technical Guidance Framework (GTG-F), ensuring rigorous application of information assurance (IA) policies, principles, and practices in service delivery.

PRIOR EXPERIENCE

IT Specialist, Defense Information Systems Agency (DISA), Fort Meade, MD, 05/2004-04/2018

Supported the United States Message Text Format (USMTF) program within the Military Standards Management Branch. Resolved customer inquiries for the USMTF software and performed account management for internal and external users to access the USMTF portal.

EDUCATION

BS in Management Information Systems | MS in Management

National Louis University, Wheeling, IL

TECHNICAL SKILLS

[Google Cybersecurity Professional Certification](#) | [Google Project Management Certification](#) | [Google UX Design Certification](#) | [Google AI Essentials Certification](#) | [Google Prompting Essentials Specialization](#) | [Product Roadmap & Strategy Certification](#) | [AI & Career Empowerment Certification](#) | [IBM AI Product Manager Certification](#) | [Microsoft Public Relations and Communications Associate Certification](#) | Microsoft Office Suite & MS Teams | SharePoint | Intelligent Technology Management System (ITMS) | Widepoint | U.S. Message Text Format (USMTF) | ServiceNow | Confluence | JIRA | DoD Enterprise Portal Service (DEPS) | Agile Product Development | Change Management | SCRUM | Waterfall Methodology | Product Requirements | UI/UX | Generative Artificial Intelligence (AI) | Prompt Engineering | Partnership Building | Stakeholder Engagement