Matthew Rottgering

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**CLEARANCE:** TOP SECRET (TS/SCI) with Polygraph

**WORK EXPERIENCE**

***LEIDOS,*** Gaithersburg, MD

 Change Management Coordinator, August 2018 – September 2022

* Actively managed 1000’s of RITM and Change Request to ensure Service Level Agreement (SLA) compliance.
* Verify change requests for accuracy of information & correct routing, and ensure requirements are clarified and have been submitted using the correct Service Requirement Definition.
* Provide timely and complete updates within the CRQ to properly document significant impacts, dependencies, and progress.
* Create and update daily schedule of approved work for technicians and management
* Extensive knowledge of Service Plus ticketing application to include creation, progression and completion of tickets.
* Ensure Change Management processes and procedures are being followed and standards are being met
* Exhibit excellent customer support in responding to customer and technician’s requests for ticket status

***HEWLETT PACKARD ENTERPRISES / DXC TECHNOLOGIES,*** Herndon, VA

 Incident Management, November 2016 – August 2018

* Responsible for overall Incident Management compliance on contract, ensuring SLA goals are being met
* Ensure Incident Management processes and procedures are being followed and standards are being met
* Provide daily and weekly incident metrics for management
* Review all tickets for accuracy and notify technicians of priority tickets with SLA timeframes that are about to expire

***NJVC,*** Chantilly, VA

 Incident Queue Coordinator, October 2008 – November 2016

* Oversee the workflow by monitoring all queues within span of control to ensure SLAs are being met
* Prioritize and track Help desk incident tickets and Account tickets and route to other queues where necessary
* Review all tickets and notify technicians of priority tickets with SLA timeframes that are about to expire
* Extensive knowledge of Remedy application to include creation, progression and completion of tickets.
* Provide customer assistance regarding Help Desk and service requests

***EAGLE ALLIANCE / CSC***, Annapolis Junction, MD

 Workflow Queue Coordinator, March 2006- October 2008

* Manage daily flow of tickets for technicians
* Prioritize and schedule daily work assignments based on Service Level Agreement times and Quality of Service
* Track and update Help desk and Service Request tickets, and document progression of work in tickets
* Provide customer assistance regarding Help Desk and service requests

**EDUCATION**

University of Maryland, College Park, MD, Bachelor of Arts

College of Behavioral and Social Sciences, August 1997

Major: Criminology and Criminal Justice

**CERTIFICATIONS:**

* ITIL v3 Foundations, September 2010
* Security+ Certified (expired)