

# Matthew P. Bowlin

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## EXECUTIVE SUMMARY

Senior IT and Project Management professional with a strong record of delivering complex, mission-critical initiatives within New York State government. Combines deep technical expertise with executive-level project leadership, stakeholder engagement, and governance. Known for stabilizing enterprise platforms, improving adoption through communication and training, and translating business priorities into measurable, sustainable outcomes.

## PROFESSIONAL EXPERIENCE

### Project Manager 3

New York State Office of Information Technology Services (ITS) — Feb 2026 – Present

- Lead enterprise IT initiatives supporting the Department of Health, managing scope, schedules, risks, budgets, and dependencies across multi-agency stakeholders.
- Own full project lifecycles from intake and planning through execution, reporting, and close-out in highly regulated environments.
- Apply formal governance, change management, and risk mitigation practices to ensure predictable delivery.
- Provide executive-level communication, briefing materials, and decision support for senior leadership.
- Translate business and program needs into actionable technical and operational plans.

### Information Technology Specialist 4

NYS Office of the Attorney General — Jul 2024 – Feb 2026

- Led and governed multiple concurrent enterprise initiatives supporting the NYMatters Case Management System used by hundreds of staff statewide.
- Established recurring NYMatters office hours, increasing direct stakeholder engagement and reducing reactive support escalations.
- Authored and distributed a recurring NYMatters system newsletter highlighting releases, known issues, and best practices, strengthening transparency and adoption.
- Served as senior authority for Siebel architecture, configuration, scripting, and performance optimization.
- Directed training programs, documentation standards, and knowledge transfer for both IT staff and business users.
- Acted as a trusted liaison between technical teams, business leadership, and external partners.

### Information Technology Specialist 3

NYS Office of the Attorney General — Feb 2023 – Jul 2024

- Led delivery of enterprise Siebel solutions supporting legal and investigative operations across multiple bureaus.
- Partnered with business owners to streamline workflows, improve data integrity, and

modernize legacy processes.

- Performed advanced troubleshooting and performance tuning in high-availability production environments.
- Delivered targeted training and mentoring to strengthen internal technical capabilities.

Information Technology Specialist 2

NYS Office of the Attorney General — Jan 2022 – Feb 2023

- Supported enterprise application infrastructure, deployments, and operational support.
- Developed automation tools and scripts to reduce manual effort and improve reliability.

### **EXECUTIVE & TECHNICAL CAPABILITIES**

Project & Program Management • Portfolio & Resource Coordination • Stakeholder Engagement • Risk, Issue & Dependency Management • Governance & Compliance • Change Management • Executive Reporting & Briefings • Process Improvement • Vendor & Cross-Agency Coordination • Enterprise Systems Leadership • Technical Translation Between Business and IT

### **EDUCATION**

Western Governors University — Bachelor of Science, Information Technology

College of Staten Island – High School for International Studies — Diploma