

MICHAEL J. CHEN

Senior Program Manager | Federal Civil Service

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📍 Arlington, VA 22204
🌐 U.S. Citizen

🏠 Veteran: 5-Point
🔒 TS/SCI (Active)

Professional Profile

Results-driven federal program manager with over 14 years of progressive experience leading enterprise-scale technology modernization initiatives across civilian and defense agencies. Demonstrated expertise in managing \$45M+ annual program budgets, directing cross-functional teams of 60+ personnel, and delivering mission-critical IT systems under tight regulatory compliance frameworks including FISMA, FedRAMP, and NIST SP 800-53. Proven track record of successful GS-14/15-level leadership, interagency coordination, and stakeholder engagement with OMB, GAO, and Congressional staff.

Core Competencies

Program Mgmt: Strategic Planning | EVM | Agile/SAFe | CPIC

Acquisition: FAR/DFARS | Source Selection | COR III | IDIQ

Technology: Cloud Migration | DevSecOps | Zero Trust | AI/ML

Compliance: FISMA | FedRAMP | NIST RMF | A&A

Leadership: Team Building | Mentorship | Change Mgmt | Briefings

Financial: PPBE | POM/BES | Earned Value | Cost Analysis

Professional Experience

Department of Technology Innovation, Washington, DC

Director of Enterprise Modernization

GS-14

April 2020 – Present

40 hours/week

Supervisor: Dr. Sarah K. Mitchell, Deputy Assistant Secretary

(202) 555-0120

Clearance: Top Secret / SCI (adjudicated June 2022)

Senior executive advisor to the CIO on a \$52M technology modernization portfolio spanning cloud migration, cyber-security operations, and enterprise data platforms serving 14,000 internal users across 47 field offices nationwide.

STRATEGIC LEADERSHIP & PROGRAM DIRECTION

- Directed a 72-person matrixed organization of federal employees and contractors across five integrated product teams, achieving 98% on-time delivery across 47 concurrent projects in FY2025 while maintaining a 12% under-budget execution rate.
- Authored and defended the agency's \$52M IT modernization POM submission before OMB examiners, securing full funding authorization for three consecutive budget cycles (FY2023–FY2025).
- Established the department's first enterprise-wide cloud migration strategy, transitioning 23 legacy on-premises systems to a FedRAMP High-authorized cloud environment, reducing infrastructure costs by \$4.1M annually.

- Led interagency coordination with DHS, GSA, and NSA on the implementation of Executive Order 14028 (Improving the Nation's Cybersecurity), deploying zero trust architecture across the department's classified and unclassified networks.

ACQUISITION & CONTRACT MANAGEMENT

- Served as COR III on a \$28M IDIQ contract vehicle, overseeing source selection, technical evaluation, and performance monitoring for 14 task orders supporting cybersecurity operations and cloud engineering services.
- Negotiated a \$3.7M firm-fixed-price contract modification that integrated AI-driven threat detection capabilities into the Security Operations Center, reducing mean time to detect (MTTD) by 62%.
- Conducted quarterly program management reviews with four prime contractors, implementing earned value management (EVM) thresholds that identified \$1.2M in cost overruns and prompted successful corrective action plans.

WORKFORCE DEVELOPMENT & ORGANIZATIONAL EXCELLENCE

- Mentored 11 GS-12/13 program analysts and IT specialists, with eight achieving competitive promotions within 24 months of program entry; designed a rotational assignment program adopted department-wide.
- Represented the department at three Congressional staff briefings and two GAO audit engagements, receiving commendation from the Deputy Secretary for exceptional clarity and candor in testimony preparation.
- Championed DEIA initiatives resulting in a 28% increase in STEM-position hiring from underrepresented communities over two recruitment cycles.

| Federal Systems Command, Arlington, VA

Senior IT Program Manager

June 2016 – March 2020

Supervisor: James T. Holloway, Division Director

Clearance: Top Secret (adjudicated January 2017)

GS-13

40 hours/week

(703) 555-0188

Managed a \$19M portfolio of IT infrastructure and cybersecurity programs supporting the command's mission to deliver secure, reliable communication and data services to 28 defense-affiliated organizations.

PROGRAM EXECUTION

- Directed the complete lifecycle replacement of the command's classified network backbone, deploying SD-WAN architecture across seven geographically dispersed sites while maintaining 99.97% availability during the 18-month transition period.
- Led the Authority to Operate (ATO) process for eight Major Applications under the NIST Risk Management Framework, achieving full authorization with zero critical findings across all systems.
- Implemented an automated continuous monitoring solution using the Nimbus Sentinel platform, reducing manual compliance reporting effort by 340 staff-hours per quarter and enabling real-time POA&M tracking.
- Managed \$4.8M O&M budget, reallocating resources mid-cycle to address emergent cybersecurity vulnerabilities identified through CISA Binding Operational Directive 22-01.

STAKEHOLDER ENGAGEMENT

- Established a Joint Governance Board with representatives from seven tenant organizations, standardizing IT service delivery expectations and resolving 43 previously stalled inter-organizational dependency issues within the first year.

- Presented quarterly program status to the Command Executive Steering Committee, providing transparent EVM data that enabled leadership to make informed portfolio rebalancing decisions during Continuing Resolution periods.

Defense Technology Agency, Reston, VA

IT Project Manager

August 2013 – May 2016

Supervisor: Patricia L. Nguyen, Branch Chief

Clearance: Secret (adjudicated October 2013)

GS-12

40 hours/week

(703) 555-0241

Led cross-functional project teams delivering enterprise software solutions and infrastructure upgrades for an agency of 3,200 personnel supporting the defense technology assessment mission.

KEY ACCOMPLISHMENTS

- Managed the agency-wide deployment of Nimbus 365 Government Community Cloud (GCC High), migrating 3,200 users across 14 directorates with zero mission-impacting incidents and completing the project 45 days ahead of schedule.
- Developed and executed a \$2.1M data center consolidation plan that reduced the agency's physical server footprint from 14 racks to 3, achieving \$380K annual power and cooling savings.
- Led the technical evaluation panel for a \$6.5M enterprise software development contract, scoring 11 proposals against weighted evaluation criteria and delivering the source selection recommendation to the Contracting Officer within 17 business days.
- Implemented Agile (Scrum) methodology across the Applications Development branch, training four scrum masters and reducing the average software release cycle from 9 weeks to 11 days.

Bureau of Information Services, Silver Spring, MD

IT Specialist (SYSANALYSIS)

January 2011 – July 2013

Supervisor: Robert A. Kendrick, Section Chief

Clearance: Public Trust (adjudicated February 2011)

GS-11

40 hours/week

(301) 555-0167

Served as lead systems analyst for the Bureau's public-facing citizen services portal, supporting 2.1 million monthly active users and processing 850,000+ transactions annually.

KEY ACCOMPLISHMENTS

- Designed and deployed a service-oriented architecture (SOA) middleware layer that reduced transaction processing time by 37% and eliminated 94% of previously reported data synchronization errors between legacy mainframe and web-facing systems.
- Authored the technical requirements document for the Bureau's Section 508 accessibility remediation project, leading to full WCAG 2.0 AA compliance across 47 public-facing web applications.
- Developed a real-time system health dashboard using the Vertex Analytics platform, providing operational visibility to senior leadership and reducing mean time to resolution (MTTR) for Tier 3 incidents from 4.2 hours to 47 minutes.
- Mentored three GS-9 IT specialists through the agency's Career Development Program, with all three achieving GS-11 promotion within the standard 18-month timeline.

Nexa Technologies (Federal Contractor), Alexandria, VA

Systems Analyst

July 2008 – December 2010

40 hours/week | Contract supporting the Bureau of Information Services

Supervisor: Denise M. Carver, Program Manager

(703) 555-0310

Provided systems analysis and software development support under a \$12M BPA contract serving the Bureau's application modernization portfolio.

- Developed Java EE web services and Oracle PL/SQL stored procedures supporting the citizen benefits eligibility determination engine, processing 1,800+ daily transactions with 99.6% accuracy.
- Participated in a Tiger Team that resolved a critical production outage affecting 300,000+ users, restoring full service within 6 hours and authoring the formal after-action report adopted as a best-practice template.
- Contributed to the successful C&A package for three GSS platforms, supporting the ISSO in control documentation and evidence collection per NIST SP 800-53 Rev 3.

Military Experience

United States Army, Fort Meade, MD

Signal Corps Officer (Captain)

June 2003 – June 2008

Active Duty – Honorable Discharge

- Commanded a 38-soldier signal detachment responsible for tactical network operations supporting the 704th Military Intelligence Brigade; maintained 99.8% network uptime across three NIPRNet and SIPRNet enclaves during brigade-level exercises.
- Managed \$4.2M in communications equipment inventory with zero FLIPL incidents over a 24-month command tenure; recognized with the Meritorious Service Medal for sustained operational excellence.
- Deployed as a Battalion S6 Communications Officer in support of Operation Enduring Freedom (2005–2006), establishing and maintaining secure voice and data communications for a 600-personnel task force operating across five forward operating bases.

Education

2010	Master of Science, Information Systems Management Meridian University, Graduate School of Technology & Policy, Arlington, VA Concentration: Enterprise Architecture & IT Governance	GPA: 3.92
2003	Bachelor of Science, Computer Science Apex Polytechnic Institute, Rochester, NY Minor: Mathematics ROTC Distinguished Military Graduate	GPA: 3.67

Certifications & Professional Development

Program & Acquisition	Technical	Leadership & Defense
PMP (PMI, Active) FAC-P/PM Level III	CISSP (ISC ² , #784291) AWS Solutions Architect Professional	Defense Acquisition University: ACQ 101, PMT 251, LOG 204
COR Level III ITIL 4 Managing Professional	Certified ScrumMaster (CSM) CompTIA Security+ CE	Command & General Staff College Senior Leader Development Course

Awards & Recognition

Department of Technology Innovation – CIO Excellence Award	2022, 2024
Federal 100 Award – Federal Computer Week	2023
Federal Systems Command – Director’s Superior Achievement Award	2019
Defense Technology Agency – Innovation in Government Award	2015
Bureau of Information Services – Employee of the Quarter (Q3)	2012
Meritorious Service Medal – U.S. Army	2008
Army Commendation Medal (2nd Award)	2006, 2008

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