

# MATTHEW TERRIBLE, PMP

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## EXCELLENCE-DRIVEN PROGRAMS LEADER

### Develop and Strengthen Programs | Improve Operations and Processes

Adaptable leader working across organizations to drive success, reduce waste, and maximize the effectiveness of team members. Unique combination of skills leading people, managing project portfolios, improving business operations, and understanding user needs and translating to functional requirements.

- Cross-Functional Leadership
- Process Improvement
- Business Strategy
- Software Deployment
- Sales and Marketing Support
- Business Analysis
- Operations Management
- Global Project Management
- Communications
- Data Analytics

## PROFESSIONAL EXPERIENCE

**IBM CORPORATION**, Raleigh-Durham, NC

**Senior Program and Operations Manager**, Competitive Projects Office **2014 – Present**

Manage operations for 140-person organization, including \$25M budget, performance metrics, staffing, and communications. Manage dissemination of competitive research to marketing, sales, and clients.

- Organized customer events globally that generated \$58M of sales leads.
- Evangelized Analytics and Cognitive Computing research via blogs, videos, and presentations. Results were viewed by thousands of sales, marketing, and product management professionals and incorporated into marketing campaigns.
- Streamlined operations, including data sharing, communications, and report creation. Saved an FTE while providing more timely and actionable information within the organization and to stakeholders.
- Analyzed all details of the organization's budget, improving forecast accuracy and identifying opportunities for potential savings.

**Business Unit Executive**, Sales Productivity, Projects & Technology, Digital Sales **2009 – 2014**

Led 35-person organization responsible for sales processes, software applications, ecommerce, telephony, infrastructure, and project management.

- Deployed social media tools and created processes, resulting in \$42M of new revenue.
- Implemented \$15M in seller productivity improvements through streamlined processes, education, and moving routine tasks to support teams.

**IBM CORPORATION** (Continued)

- Project managed the design and reconstruction of a 92-seat work area into an agile work space within \$2.1M budget and 7-month schedule.
- Removed 1/3 of organization's cost by identifying and sunseting infrastructure, tools, and processes that no longer provided substantial value.
- Championed change management best practices throughout the project portfolio, minimizing business disruption and maximizing project value.

**Manager**, Requirements, Operations, and Application Deployment, ibm.com**2005 – 2009**

Managed 12-person team responsible for maintaining and improving internal and external websites, and boarding customers to electronic commerce.

- Managed project portfolio that increased ecommerce revenue 25% year to year over multiple years.
- Coordinated SW deployments that improved web user experience, consolidated infrastructure, and speeded product fulfillment.
- Performed business analysis of customer needs and wrote detailed development requirements.

Previous roles include:

**Project Management****Vendor Management****Product Development****Software Support****EDUCATION**

**Master of Business Administration (MBA)**, University of North Carolina, Chapel Hill, NC

**Master of Science (MS)**, Industrial Engineering, North Carolina State University, Raleigh, NC

**Bachelor of Science (BS)**, Electrical Engineering, Rensselaer Polytechnic Institute, Troy, NY

**PROFESSIONAL DEVELOPMENT**

PMI certified Project Management Professional

Data Science Bootcamp – 12 weeks, summer 2017

Smarter Cities Challenge – Consultant in 3-week study on data-driven solutions  
for alleviating homelessness in metro Denver, 2016

Bold Leadership Development – Organizer of design thinking challenge for full day management training  
in Raleigh and Littleton, 2016

Agile project management seminars, 2016