

# MATTHEW ARTHURS

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## STRATEGIC PROFESSIONAL SUMMARY

Technical Program Management Leader with 20+ years of experience building enterprise-level governance frameworks. Proven track record of scaling PMO organizations, directing technical staff, and aligning portfolios with C-suite objectives. Expert in Agile methodologies, resource capacity planning, and managing the full software development lifecycle (SDLC) across complex, highly regulated environments. Adept at orchestrating cross-functional teams, including Product, Development, and Data Services, to deliver value-based software solutions

## CORE COMPETENCIES

**Strategic Governance:** Enterprise Governance Frameworks, OKR Architecture, Strategic Roadmap Planning, Regulatory & Compliance

**Operational Innovation:** AI-Driven Operations & Risk, Lean Six Sigma (Black Belt), Resource Capacity Planning, Predictive Delivery Metrics

**Leadership & Culture:** Talent Mentorship & Coaching, Cross-Functional Orchestration. Organizational Change Management, DEI Strategy & Community

## PROFESSIONAL EXPERIENCE

### **QUANATA | *Senior Technical Program Manager* | June 2021 – Present**

- **Architected and directed the PMO Center of Excellence (COE)**, transitioning the department to a unified, scalable governance model while mentoring a high-performance team of project management professionals.
- **Maintained 95% roadmap delivery consistency** by managing the full SDLC for enterprise programs and aligning engineering capacity using Jira and Confluence.
- **Reduced security lead times by 53% and data platform delivery times by 39%** through the deployment of Flow Metrics and Agile best practices to optimize predictive execution.
- **Mitigated risk in** highly regulated product rollouts by directing SOC 2 Type I & II compliance initiatives and managing external software partnerships across Engineering, Legal, and Security.
- **Pioneered internal AI tooling repository** and risk analytics, transitioning program reporting from reactive status updates to predictive risk mitigation.
- **Standardized cross-functional collaboration** by developing an Engagement Playbook to drive organizational change management (OCM) and communicate project impacts to senior management.

### **US ARMY | *Lieutenant Colonel* | January 2001 – Present**

- **Commanded strategic operations for 1,000+ personnel**, overseeing performance evaluations, career progression, and conflict resolution across multinational coalition forces.
- **Architected comprehensive leadership development** curricula impacting 1,000+ personnel, fostering a culture of accountability and high-performance execution.
- **Established rigorous compliance protocols** for joint-force technology operations by advising senior command on information assurance and cybersecurity integration.

## **QUANATA | *Senior Claims Business Analyst/Scrum Master* | May 2020 – June 2021**

- **Accelerated delivery velocity** by orchestrating global cross-functional squads as Scrum Master and translating complex business requirements into actionable Agile epics.
- **Mitigated compliance risk and drove customer adoption** in highly regulated markets by spearheading the rollout of multi-state, regulatory-compliant product lines.

## **GLOBAL PARTNERS | *IT Technical Project Manager* | January 2019 – May 2020**

- **Enhanced business agility** and operational throughput by directing enterprise-scale system integration and legacy modernization initiatives.
- **Maximized user adoption and minimized operational disruption** during system cutovers by engineering organizational change management (OCM) strategies to streamline legacy processes.

## **HOMESITE INSURANCE | *Operations Project Leader* | April 2016 – January 2019**

- **Aligned process re-engineering efforts** with aggressive corporate growth targets by steering strategic performance improvement initiatives using Lean Six Sigma methodologies.

## **LIBERTY MUTUAL INSURANCE | *Claims Team Manager* | July 2012 – April 2016**

- **Optimized service delivery metrics** and reduced operational costs by managing hybrid claims operations and implementing targeted training and process improvements.

## **CERTIFICATIONS**

- **Cognitive Project Management for AI (CPMAI)**, PMI – April 2026
- **Project Management Professional (PMP)**, PMI – June 2017
- **Agile Certified Practitioner (PMI-ACP)**, PMI – April 2020
- **Lean Six Sigma Black Belt (SSBB)**, SSGI – November 2018
- **Safe Agilist**, Scaled Agile – September 2020
- **CPCU**, The Institutes – January 2021
- **Scrum Product Owner Certified**, Scrum Alliance – July 2022
- **Scrum Master Certified**, Scrum Alliance – December 2020
- **MBTI Step 1 & 2 Certified**, MBTI – Apr 2025

## **EDUCATION**

**Master of Science (M.S.) – Information Technology** | University of Massachusetts Lowell | 2020

**Master of Business Administration (M.B.A.)** | University of Massachusetts Dartmouth | 2012

**Bachelor of Science (B.S) - Business Administration** | Bridgewater State University | 2007

## **TECHNICAL SKILLS & TOOLS**

**Methodologies:** Agile, Scrum, Kanban, Waterfall, Lean Six Sigma, CPMAI, SDLC, ITIL

**Tools:** Jira, Confluence, Microsoft Project, Smartsheet, AWS, Tableau, AI Platforms

**Domain:** Regulatory Compliance, Cloud Security, Data Platform Strategy, Digital Transformation