

MATTHEW ARTHURS

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PROFESSIONAL SUMMARY

Director / Vice President of Program Management & Operational Excellence with 20+ years of experience leading PMO transformation, enterprise governance, and multi-program delivery across InsurTech, financial services, and highly regulated industries. Published author of 4 leadership books and creator of the proprietary **Decisive Edge** operational framework. Built the PMO Center of Excellence at Quanata—a State Farm-backed InsurTech venture—overseeing a \$50M+ program portfolio and driving alignment across 200+ engineering, product, and operations stakeholders without formal authority. U.S. Army National Guard Lieutenant Colonel with 25 years of global command leadership. Expert in AI-driven delivery analytics, Agile at scale, and translating executive strategy into consistent, measurable results.

CORE COMPETENCIES

- PMO Leadership & COE Build-Out
- The **Decisive Edge** Framework
- AI-Driven Delivery & Risk Analytics
- \$50M+ Portfolio Management
- Proprietary Framework Development
- Agile at Scale (SAFe, Scrum, Kanban)
- OKR Architecture & Strategic Roadmaps
- Published Thought Leadership
- SOC 2 & Regulatory Compliance
- Cross-Functional Executive Influence
- Organizational Change Management
- Lean Six Sigma Black Belt

PROFESSIONAL EXPERIENCE

Senior Technical Program Manager

June 2021 – Present

Quanata (State Farm InsurTech Venture)

Remote

- **PMO Architecture & Governance:** Built and directed the PMO Center of Excellence from the ground up, establishing a unified enterprise governance model across a \$50M+ multi-program portfolio in a State Farm-backed InsurTech startup.
- **Cross-Functional Team Turnaround:** Spearheaded the operational rescue of a struggling Security & Privacy division facing severe personnel bottlenecks and efficiency deficits. Applied Lean Six Sigma frameworks and military leadership models to coach personnel, re-engineer workflows, eliminate friction, and drive peak alignment.
- **Silo Integration & Performance Optimization:** Successfully integrated the newly optimized Security team into core Engineering squads, accelerating cross-functional collaboration and directly **reducing security lead times by 53%** and data platform delivery times by 39%.
- **Stakeholder Alignment:** Drove consensus across 200+ engineering, product, data, and operations stakeholders without formal authority, establishing rigorous program standards adopted as the organizational baseline.
- **Roadmap & Delivery Consistency:** Maintained a **95% roadmap delivery consistency** across the full SDLC via Flow Metrics, predictive capacity planning, and Jira/Confluence governance frameworks.
- **Enterprise Risk Mitigation:** Directed high-stakes SOC 2 Type I & II compliance initiatives across Engineering, Legal, and Security, mitigating enterprise risk across complex, highly regulated insurance product rollouts.
- **AI Delivery Innovation:** Pioneered an internal AI tooling repository and predictive risk analytics framework, successfully transitioning program reporting from reactive status updates to forward-looking risk mitigation.
- **Executive Decision Frameworks:** Authored the organizational *Engagement Playbook*—an OCM framework standardizing stakeholder communication and accelerating executive decision-making across 6+ cross-functional teams.

Senior Claims Business Analyst / Scrum Master

May 2020 – June 2021

Quanata (State Farm InsurTech Venture)

Remote

- **Agile Delivery Acceleration:** Served as Scrum Master for global cross-functional squads, accelerating delivery velocity by translating complex insurance requirements into structured Agile epics and sprint plans.
- **Regulatory Product Launches:** Led the multi-state rollout of regulatory-compliant product lines, successfully reducing compliance risk and driving customer adoption across highly regulated insurance markets.

IT Technical Project Manager

January 2019 – May 2020

Global Partners (Energy Distribution & Convenience Retail)

Waltham, MA

- **Enterprise System Integration:** Directed enterprise-scale system integration and legacy modernization, substantially improving business agility and operational throughput across a multi-regional energy distribution corporation.
- **Change Management Execution:** Engineered comprehensive OCM strategies for major system cutovers, maximizing user adoption and minimizing operational disruption across multi-site operations.

Operations Project Leader

April 2016 – January 2019

Homesite Insurance

Boston, MA

- **Process Transformation:** Steered strategic performance improvement initiatives using Lean Six Sigma, aligning process re-engineering with aggressive corporate growth targets across claims and operations.
- **Digital Growth Enablement:** Led cross-functional project teams in delivering technical transformation that supported Homesite's growth as a leading digital insurance provider.

Operations Business Analyst / Claims Team Manager

July 2012 – April 2016

Liberty Mutual Insurance

Boston, MA

- **Operational Cost Reduction:** Optimized service delivery metrics and reduced operational costs managing hybrid claims operations for one of the nation's largest property and casualty insurers.
- **Performance Training:** Designed and implemented targeted training programs that improved team performance and reduced claims processing cycle times across multi-functional operations.

Lieutenant Colonel

January 2001 – Present

U.S. Army National Guard

Worldwide

Note: Monthly drill commitment only — zero deployment impact on civilian availability

- **Global Large-Scale Command:** Commands a 1,000+ personnel unit overseeing performance evaluations, career development, and conflict resolution across multinational coalition operations.
- **Accountability Cultures:** Architected leadership development curricula impacting 1,000+ personnel, building cultures of accountability and high-performance execution in complex, resource-constrained environments.
- **Cybersecurity Integration:** Advises senior command on information assurance and cybersecurity integration for joint-force technology operations.

THOUGHT LEADERSHIP & PUBLICATIONS

- **Proprietary Framework:** Creator and architect of the *Decisive Edge* framework, fusing military command strategies with Lean Six Sigma and Agile methodologies to accelerate technical team delivery velocities.
- **Published Author & Platform:** Authored 4 books focusing on executive leadership, high-performance execution, and cross-functional team dynamics in complex corporate environments. Founder of *beadecisiveleader.com*.

CERTIFICATIONS

- **CISSP** — ISC² Candidate (Exam Scheduled 2026)
- **Cognitive PM for AI (CPMAI)**, PMI — 2026
- **Project Management Professional (PMP)**, PMI — 2017
- **Agile Certified Practitioner (PMI-ACP)**, PMI — 2020
- **Lean Six Sigma Black Belt (SSBB)**, SSGI — 2018
- **SAFe Agilist**, Scaled Agile — 2020
- **CPCU**, The Institutes — 2021
- **Scrum Product Owner Certified**, Scrum Alliance — 2022
- **Scrum Master Certified**, Scrum Alliance — 2020

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, SAFe, Waterfall, Lean Six Sigma, CPMAI, SDLC, ITIL
Tools	Jira, Confluence, Microsoft Project, Smartsheet, Tableau, GitHub Copilot, Claude AI, AWS
Domain	InsurTech, Regulatory Compliance, Cloud Security, Data Platform Strategy, Digital Transformation