

Terry Mathew

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Professional Summary

Strategic and results-driven Program Management Leader with 20+ years of experience driving enterprise transformation, digital modernization, and PMO operations for Fortune 500 companies including AT&T, 7-Eleven, and KPMG. Expert in building governance frameworks, leading Agile and Waterfall programs, and managing multimillion-dollar portfolios that deliver measurable business value. Recognized for executive communication, vendor performance optimization, and consistent on-time, on-budget delivery of complex, high-visibility initiatives.

Core Competencies

Program Leadership • PMO Development • Portfolio & Delivery Management • Enterprise Transformation • Agile / SAFe / Waterfall • OKRs / KPIs / SLAs • Budgeting & P&L Ownership • Vendor Governance • Stakeholder Engagement • Risk & Change Management • Cloud Migration • Automation & RPA • Accessibility Compliance • Coaching & Mentoring

Professional Experience

K&B Global Consultants – Plano, TX

Senior Program / Project Manager (Contract) | 01/2025 – 03/2025

- Designed and implemented workflow optimizations that improved vendor integration efficiency by 25%.
- Defined and tracked KPIs and SLAs to strengthen vendor accountability and delivery performance.
- Consulted on SOW development and governance structure, enhancing oversight across vendor contracts.

Perficient Inc. – Dallas, TX

Senior Program / Project Management Consultant | 10/2023 – 12/2024

- Led multi-shore Scrum teams under SAFe, increasing team velocity by 18% through improved collaboration and Agile discipline.
- Partnered with Product Owners to maintain backlog quality and ensure adherence to Agile principles.
- Implemented executive dashboards in Excel and Power BI to improve transparency and predictability.

- Collaborated with PMs, QA, Architects, and Strategic Leads to identify and mitigate delivery risks across scope, schedule, and cost.

AT&T / DirecTV – Dallas, TX

Senior Digital Program Manager (Contract) | 01/2020 – 01/2023

- Directed the enterprise launch of AT&T TV, coordinating 12 concurrent workstreams across Product, Sales, Marketing, Engineering, UI/UX, and Operations.
- Championed accessibility initiatives, improving compliance by 60% and enhancing user experience.
- Negotiated vendor SOWs and managed B2B partnerships valued at \$10M+, aligning deliverables with corporate goals.
- Developed and presented accessibility dashboards in Tableau and PowerPoint to executive leadership.
- Established proactive accessibility workflows integrated into the SDLC for pre- and post-production releases.

7-Eleven – Irving, TX

Senior Program Manager, 7Next R&D (Contract) | 08/2019 – 10/2019

- Directed the cashier-less store pilot program, leading cross-functional teams across mobile, web, and IoT development.
- Streamlined P&L and budget reporting, enabling faster financial decision-making by senior leadership.

Cognizant SoftVision – Dallas, TX

Senior Program / Project Manager (Contract) | 11/2018 – 07/2019

- Managed a multi-project program (RPA, Gamification, Reporting) for a Big 4 client, achieving a 20% improvement in delivery efficiency.
- Conducted daily Scrum meetings and optimized sprint planning to improve team communication and throughput.
- Queried SQL databases to support gamification leaderboards and data-driven engagement initiatives.
- Oversaw onshore/offshore teams and implemented budget controls that reduced variance by 12%

PennyMac Financial Services – Plano, TX

Senior Project Manager, IT | 11/2016 – 08/2018

- Delivered enterprise services projects by managing internal and offshore resources across the SDLC.
- Produced detailed health reports on budget, scope, and schedule to drive executive decision-making.

- Facilitated weekly EVP-level updates ensuring alignment with strategic goals and governance standards.

RAPP Worldwide – Irving, TX

Technology Project Manager & Client Services | 09/2014 – 09/2016

- Oversaw project P&L and resource allocation across multiple client portfolios.
- Led development of loyalty programs for major brands (Chili's, AMC Theatres), improving customer engagement KPIs.
- Negotiated SOWs and supported RFPs that secured multimillion-dollar client projects.

Earlier Roles:

KPMG LLC – Senior Project Consultant • American Heart Association – Senior PM • Duff & Phelps – Senior PM • Belo Corp. – Director, PMO • FedEx Office – Technology PM • Sabre Holdings, Verizon, Yahoo! Broadcast, and others

Education

Southern Methodist University – Dallas, TX
Executive MBA, Business Administration

University of Texas at Arlington – Arlington, TX
B.S., Information Technology

Certifications

- Scaled Agile Framework (SAFe)
- PMP Exam Eligibility – Requirements Completed
- Project Management Training (Crosswind)
- Dale Carnegie World-Class Customer Service Training
- Franklin Covey Time Management Training

Tools & Platforms

JIRA • Confluence • MS Project • Smartsheet • Azure DevOps • Tableau • Power BI • ServiceNow • SharePoint • SQL

Languages

English (Fluent)