

# Mark J. Wahlberg, PMP

markwahlberg@gmail.com - Phone: 233-803-4184 - linkedin.com/in/markwahlberg

## LEADERSHIP PROFILE & VALUE OFFERED

### ENGINEERING TRANSFORMATIVE BUSINESS & OPERATIONAL SOLUTIONS THAT IMPACT PEOPLE, PROCESS & TECHNOLOGY

Highly focused, strategic leader with history of turning around operations, refocusing organizational direction and creating unified vision among multi-functional teams, customers and senior leaders. Deep expertise in delivering success and overcoming unique business challenges in fast-paced, mission-focused, customer-centric organizations. Adept at balancing customer needs, industry trends, emerging technologies and business/revenue goals to cultivate innovative, top-performing environments. Exceptional ability in fostering relationships with diverse stakeholders and build viable strategic alliances, private partnerships and industry networks.

**Strategic Planning – Organizational Leadership – Multimillion Dollar Budgets – Technology Planning**  
**Customer & Stakeholder Engagement – Business Outreach & Relationship Management – Process Improvement & Optimization**  
**Performance & Productivity Enhancement – Technology Integration – Project & Program Management – Quality Assurance**  
**Cyberspace & Enterprise Operations – IT Service Delivery – Software & Software Development – Risk Management**

## Leadership Insights

### Multidisciplined Business Acumen

*"I have a unique blend of advanced technology, multifaceted operations and strategic leadership that enable me to solve complex business problems and develop precise, practical solutions."*

### Turnaround Management

*"I have the ability to navigate complex operations, reengineer business processes, and establish infrastructure to transform revenue performance and restore customer confidence."*

### Team & People Development

*"I can integrate the right combination of culture, mindset and innovation to create motivated, productive individuals and well-functioning teams which are critical aspects of for organizational success."*

## Career Background & Performance Highlights

### **Federal Public Sector, LLC – Newport, RI**

**DIRECTOR, PROFESSIONAL SERVICES (2016-present)**

**SENIOR PROGRAM MANAGER (2010-2016)**

**2010 to present**

**SCOPE:** Hold key strategic management role presiding over multimillion dollar program portfolio with keen focus on building viable relationships/partnerships, strengthening customer acquisition process and sustaining long-term business and revenue growth.

- **STRATEGIC LEADERSHIP:** Promoted to lead 25 consultants in delivering technical services to federal government customers and drive key business improvement solutions that impact operational effectiveness, team productivity and customer satisfaction.
- **BUSINESS DEVELOPMENT:** Developed standardized solutions and repeatable processes to strengthen company's competitive positioning; created strategic business plans for consistent market growth and redefined customer acquisition tactics.
- **TURNAROUND SOLUTIONS:** Transformed customer satisfaction, service delivery and project revenues on \$20M+ cybersecurity programs through extensive operational, technical and program management initiatives.
- **OPERATIONAL IMPROVEMENT:** Revived open, ongoing communication and ensured prompt problem resolution among key stakeholders, implemented program management processes and streamlined internal systems.
- **BUSINESS REENGINEERING:** Collaborated with product management, engineering and technical teams to identify customer priorities and minimize risk exposure; protected existing contracts and added new revenue streams.
- **TECHNICAL DIRECTION:** Reversed project delays and stalled deployments by instituting overall strategy, execution plans and dedicated customer and technical support; differentiated between operational tasks and related project assignments.
- **TEAM LEADERSHIP & DIRECTION:** Amplified team performance and accelerated project deliverables by increasing team accountability, providing training and mentorship and realigning daily activities with clearly defined workflows.