

MARCIO CORREA

Senior Program Manager | Delivery Project Executive (DPE) | PMP, PMI-ACP, DASSM

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PROFESSIONAL SUMMARY

Delivery Project Executive at IBM with 25+ years leading multi-million-dollar IT transformations across Banking, Pharma, Utilities, Energy, Healthcare, Consumer Goods and Agribusiness, spanning six countries.

I provide executive-level oversight for complex programs covering IT modernization, application portfolios, managed services and enterprise governance. My focus is translating strategy into execution: aligning business objectives, technology roadmaps and delivery teams to produce measurable outcomes.

I have led geographically distributed teams, managed senior stakeholders, resolved high-risk delivery challenges and stabilized complex programs under pressure. My approach is pragmatic and results-oriented, strong on financial governance, risk mitigation, vendor management and clear executive communication.

CORE COMPETENCIES

- **Executive Delivery Ownership:** end-to-end accountability for multi-million-dollar programs, from delivery model definition through steady-state operations, including engagement P&L, forecast and margin
- **Program and Portfolio Governance:** design of governance that holds under pressure, covering decision rights, steering committee structure, escalation paths, risk and change control and a reporting cadence executives act on
- **Client and Executive Stakeholder Management:** senior counterpart to client IT leadership and consulting executives, translating business objectives into delivery commitments and sustaining trust across multi-year engagements
- **Complex Delivery under Pressure:** stabilization of programs at risk, high-stakes cutover with no parallel run, rollback and contingency design, driving technical trade-offs to executive decision
- **Organizational Scale and People Leadership:** leading managers of managers in engagements of more than 300 professionals, accountable for hiring, performance, succession, capacity planning and retention
- **Transformation and Modernization:** legacy platform replacement, enterprise mobility, SAP global template rollouts, cloud-native and containerized delivery, application managed services and run operations
- **Commercial and Vendor Governance:** contract structuring and approval (DOU, SOW, SOD), scope boundary definition and defense, change request governance and coordination of vendors and third parties at scale
- **Multi-Geo Delivery:** distributed teams and assignments across six countries, spanning LATAM, North America, EMEA and APAC
- **Delivery Methods:** PMI, Agile, Scrum, ITIL, SDLC, waterfall and hybrid models, with Organizational Change Management embedded in large transformations

PROFESSIONAL EXPERIENCE

Senior Program Manager

IBM | Hortolândia, São Paulo, Brazil | March 2026 - Present

Leading end-to-end delivery of an enterprise mobility modernization program for American Electric Power (AEP), one of the largest utilities in the United States. Primary delivery interface between the client organization and the IBM Consulting delivery team.

- **Program scope:** replacement of a legacy barcode and inventory application with Maximo Mobile on Maximo Application Suite, covering Issue, Transfer, Receiving and Inventory Counting across more than 500 rugged field devices and up to 500 field users.
- **Program governance:** own the governance framework including RAID Log, weekly status reporting, executive dashboards and escalation protocols, keeping client and IBM leadership aligned.
- **Schedule and resource management:** own the integrated program plan, tracking critical-path dependencies and coordinating staffing across IBM and client workstreams.
- **Delivery lifecycle:** drive Discovery, Fit-Gap, Development, SIT, UAT and Performance Testing, with performance benchmarked against a production baseline measured on the legacy platform.
- **Risk and change control:** manage risks and issues proactively through RAID tracking and govern formal Project Change Requests for scope, schedule and budget deviations.
- **Cross-functional coordination:** coordinate IBM, client IT, Enterprise Architecture, Cybersecurity and the device management vendor through solution approvals, penetration testing and compliance gates.
- **Deployment strategy:** define a big-bang cutover across the full device estate with no parallel run, including dress rehearsal, rollback strategy, restricted production validation window and formal go/no-go criteria.

- **Executive decision support:** led the assessment of architecture alternatives for an offline data synchronization constraint, cutting synchronization time from tens of minutes to a few minutes, and translated the functionality versus performance trade-off into business language for executive sponsors.

Delivery Project Executive and Upline People Manager

IBM | Campinas, São Paulo, Brazil | April 2023 - March 2026

Promoted to Delivery Project Executive and Upline People Manager with end-to-end accountability for the Itaú Industrialização program, one of the largest banking engagements in IBM Latin America.

- **Engagement scale:** executive ownership of a multi-year strategic partnership expanding client IT capacity through consulting and development squads. Multi-million-dollar P&L and more than 300 professionals across consulting, development, QA, architecture and project management, with continuous capacity ramp-up.
- **Delivery governance:** owned program-level KPIs, quality standards, risk management, budget and forecast tracking, vendor coordination and resource allocation across all squads.
- **People leadership:** direct line management of a team of First Line Managers and their reports, with engagement-wide people leadership shared across peer Upline managers. Accountable for hiring, performance management, career development, succession planning and retention.
- **Client and stakeholder management:** senior counterpart to client IT leadership and IBM Consulting executives. Translated business needs into delivery execution, drove quarterly business reviews, managed escalations and sustained executive trust in a multi-decade relationship.
- **Strategic planning:** defined goals, objectives and KPIs, built capacity plans tied to the client roadmap and led continuous improvement and operational excellence initiatives.

Senior Project Manager and First Line Manager

IBM | Campinas, São Paulo, Brazil | February 2011 - April 2023

Twelve years owning end-to-end execution of multi-million-dollar programs across multiple industries, vendors and geographies, with direct people management responsibility.

- **Delivery scope:** led more than 10 named programs in waterfall, Agile, Scrum and hybrid models, covering SAP rollouts (PP, PM, QM, MM, SD, FI, CO, PI with ChaRM and Solution Manager), cloud-native cognitive systems (Kubernetes, OpenShift, microservices, CI/CD), legacy modernization (Lotus Domino, mainframe, J2EE, WebSphere) and AMS operations.
- **Industries and clients:** Pfizer in Pharma, Olam Cocoa in Agribusiness, Gibson Innovations (former Philips audio) in Consumer Goods, Galp in Energy and Oil and Gas, and IBM internal platforms.
- **International assignments:** India, Hong Kong, United States, Canada, Peru and Chile, with multi-geo coordination across LATAM, North America, EMEA and APAC.
- **People leadership:** as First Line Manager, direct accountability for hiring, performance management, career development, mentoring and resource allocation, leading mixed teams of more than 20 analysts, developers, testers and project managers.
- **Governance and financials:** full P&L per engagement covering budget, inter-company charging, vendor management, contracts (DOU, SOW, SOD), RAID Log discipline, Project Change Request governance and C-level steering committee reporting.

Selected programs

- Pfizer Bold Moves 3.3: Organizational Change Management lead for the local market in the largest program in the Pfizer portfolio at the time. Delivered market readiness on schedule and acted as risk manager for the local stream.
- Olam Cocoa IRIS: Project Manager for the SAP rollout in Brazil on a new global template, covering development coordination, WRICEFs, data trial loads, UAT, end-user training and full OCM.
- IBM Geoscience Seismic Interpretation Advisor: Senior Project Manager for a cognitive system prototype for seismic interpretation in Oil and Gas, delivered end-to-end via CI/CD on a Kubernetes and OpenShift microservices stack.
- Gibson Innovations Day 2: LATAM Project Manager for the non-SAP stream of the carve-out separating the Philips audio business, managing more than 20 analysts, developers, testers, vendors and third parties.
- Gibson Innovations Upgrade Synchro and Block K: Master Project Manager for a supply chain platform upgrade and a regulatory compliance implementation delivered in parallel, with Plant Director level sponsorship.
- IBM Resiliency Backup as a Service and IBM Application Performance Management: delivery and expansion of two IBM service offerings across enterprise accounts, acting as Project Manager and Scrum Master.

Software Development Tech Lead and Senior IT Developer

IBM | Campinas, São Paulo, Brazil | February 2006 - February 2011

Technical leadership with international assignments in the United States. Project Manager in Brazil for the Drug Utilization Review and Clinical Rule Station program for Medco, a United States healthcare organization.

- Controlled schedule and budget and delegated assignments and defect tickets across the Brazil delivery team.
- Acted as technical focal point, team leader and mentor for Java, VB6 and SQL across an eligibility application portfolio built on VB6 and web J2EE modules over DB2 and SQL Server.
- Engaged stakeholders to capture needs and produce structured requirement documentation, and maintained technical documentation across the suite.

- Conducted interviews and recruitment for the Brazil delivery team.

System Analyst

Grupo DPaschoal | Campinas, São Paulo, Brazil | September 2005 - February 2006

Responsible for supply chain applications at design and technical level using Visual Basic and Oracle Developer, acting as System Analyst and Team Leader at the largest Goodyear reseller in Brazil.

IT Developer

IBM | Campinas, São Paulo, Brazil | February 2005 - September 2005

Business intelligence analyst and VBA application developer working on the Essbase Client Solution.

System Analyst and Developer

Syscontrol Automação Industrial | Campinas, São Paulo, Brazil | March 2001 - February 2005

System analyst for supply chain and Warehouse Management System applications using Visual Basic and Oracle Developer. Also acted as portable devices technician and barcode specialist.

IT Developer

Wareline | Campinas, Brazil | December 1998 - December 1999

IT Developer

BANESPA | São Paulo, Brazil | January 1998 - December 1998

EDUCATION

Master of Business Administration (MBA), Project Management

ESAMC | Campinas, São Paulo, Brazil | 2016 - 2017

Bachelor of Systems Analysis

Pontifícia Universidade Católica de Campinas | Campinas, Brazil | 2000 - 2003

Technical Diploma in Data Processing

ETEC Campinas, Escola Salesiana São José | Campinas, Brazil | 1996 - 1999

LANGUAGES

- Portuguese: native
- English: fluent, full professional proficiency
- Spanish: limited working proficiency

CERTIFICATIONS

Full verified list available at credly.com/users/marcio-correa

Project Management and Agile

- Project Management Professional, PMP, License 1563453, Project Management Institute, valid through December 2027
- PMI Agile Certified Practitioner, PMI-ACP, Project Management Institute, valid through October 2028
- Disciplined Agile Senior Scrum Master, DASSM, Project Management Institute, valid through June 2027
- Professional Scrum Master I, PSM I, Scrum.org, 2017
- Generative AI Overview for Project Managers, Project Management Institute, 2026

IT Service Management

- ITIL Foundation Certificate in IT Service Management, License 5647360.20518832, AXELOS, 2016
- ITIL Service Management Foundation, EXIN, 2016

Cloud, Artificial Intelligence and Platforms

- Oracle Cloud Infrastructure 2025 Certified AI Foundations Associate, License 325992995OCI25AICFA, Oracle, 2026
- IBM watsonx Essentials, 2024, and watsonx.ai Generative AI Models Technical Sales Intermediate, 2026
- IBM Consulting Agentic AI Foundations, 2025, and IBM Generative AI Sales, 2024
- AWS Partner Accreditation, Business, Amazon Web Services, 2021
- IBM Cloud Essentials, Cloud Core, IBM Certified Advocate Cloud v1, Building Cloud-Native and Multicloud Applications, Docker Essentials and DevOps Essentials, IBM, 2019 to 2021
- Oracle Certified Professional 9i, Oracle, and Sun Java Certified Programmer 6, Sun Microsystems

IBM Career Certifications

- IBM Expert Project Manager and IBM Senior Project Manager, 2020, and IBM Advisory Project Manager, 2016
- IBM Consulting Core Expert, 2025, License to Lead Senior Manager, 2023, and IBM Certified Manager, 2019
- IBM Agile Thought Leader, Agile Advocate, Agile Explorer and Design Thinking Practitioner, 2017 to 2020
- IBM Garage Foundation and Essentials, IBM Mentor, Recognized Speaker and Recognized Teacher, 2017 to 2022