

# MARK DECKER

Senior Technical Program Manager · Cross-Functional Program Delivery · Engineering Execution  
Round Rock, TX · (512) 317-2443 · medtex@hotmail.com · linkedin.com/in/markdecker

## PROFESSIONAL SUMMARY

Senior Technical Program Manager with 20+ years independently owning end-to-end program lifecycle in large-scale, matrix engineering organizations. Proven record authoring program charters, defining OKRs, managing risk registers, and driving cross-team delivery cadence—from quarterly planning through launch readiness. Deep technical fluency in cloud infrastructure, SDLC, and DevOps enables rapid triage of technical escalations and informed trade-off discussions with VP/Director/C-Level stakeholders. Skilled change management practitioner who designs rollout plans, monitors adoption metrics, and resolves misalignments. Certified Scrum Master with agile, ITIL, and continuous improvement experience.

## CORE COMPETENCIES — TPM PROFICIENCY AREAS

Program Charter & OKRs	Stakeholder Management	Change Management	Risk & Dependency Mgmt	Technical Judgment
Cross-Functional Execution	Portfolio Management	Continuous Improvement	Escalation & Governance	Agile / Scrum / SDLC

## PROFESSIONAL EXPERIENCE

### State of Texas – Employees Retirement System (ERS) | IT Infrastructure Business Analyst & Program Manager (Contract)

Mar 2025 – Mar 2026 · Austin, TX

- Independently authored program charters and delivery plans for 5 concurrent engineering work-streams: 90 AIX server upgrades, Windows 10→11 migration (~500 notebooks), Windows Server 2012/2016→2022 upgrades (~191 servers), M365 deployment (500 users), and ProLaw platform upgrade—each with defined scope, milestones, risk registers, and OKRs.
- Led Disaster Recovery program migration (AWS → Azure), coordinating cross-team dependencies across infrastructure, security, and operations; designed phased rollout with full replication, backup, and recovery testing checkpoints.
- Executed change management for SDLC-aligned security remediation programs (CIS hardening, Cross-Site Forgery remediation, TLS upgrades, NIST Assessment, Symantec BGW web filtering)—developed impact analysis, managed vendor partners, and tracked adoption milestones.
- Delivered regular program health dashboards and status reports to VP/Director leadership, maintaining transparency into risks, dependencies, and program pivots.
- Managed contract governance for 75 HP printer renewals, 10-year Data Center contract renewal, and SFTP platform migration (FIMS → Globalscape)—triaging technical and vendor escalations independently.

### Tesla (Gigafactory Texas) | Senior Technical Program Manager – Data Center Build (Contract)

Jul 2024 – Mar 2025 · Austin, TX

- Owned full program lifecycle for a \$5.8B Gigafactory data center build delivering a 400Gb AI backbone—one of the most complex multi-vendor technical programs in the region.
- Defined program phasing, dependency maps, and sequencing across 200+ fiber/copper installation technicians and Arista server installation teams; maintained delivery cadence with milestone checkpoints and launch-readiness gates.
- Triaged technical issues across MMF/SMF fiber runs, terminations, and OTDR/power meter validation; resolved cross-team tooling and process conflicts to maintain schedule.
- Produced senior leadership program health reports and represented the program team across executive touchpoints, communicating technical trade-offs and risk mitigations clearly.

### Manpower Group / Experis IT (Dell Account) | National Account Director – Engineering Transformation Programs

Dec 2021 – Apr 2024 · Austin, TX

- Aligned cross-functional resource capacity to program delivery commitments across Dell engineering roadmap cycles; drove \$15.5M in 2022 revenue (President's Club) by embedding structured program delivery across digital transformation and hyper-converged infrastructure programs (VMware NSX-T, EMC).

### Dell Inc. (via Experis) | Technical Program Manager – Infrastructure Services (Contract)

Jan 2017 – Dec 2021 · Round Rock, TX

- ▶ Served on Change Management Review Board; authored SOWs and governed CRQ change management workflows—maintaining SDLC hygiene across large-scale infrastructure programs.
- ▶ Program managed Dell → NTT Data divestiture, EMC Hopkinton data center closure (582 applications migrated to Austin), and 36-node F5 8950 → cloud load balancer migration; maintained detailed dependency maps, risk registers, and VP/Director-level status reporting.
- ▶ Independently managed cross-team escalations and post-incident reviews, resolving tooling and process issues that impacted engineering execution.

**SunPower Inc. (via Aerotek) | Senior Global Program Manager – O&M (Contract)** Jan 2015 – Feb 2016 · Austin, TX

- ▶ Program managed global deployment of 70+ Juniper Firewalls and migration of 350+ servers to a new domain, coordinating cross-regional engineering teams; tracked milestones, risks, and dependencies across IBM Maximo → Oracle integration, McAfee EPO A/V installs, and SolarWinds patch management.

**Dell Inc. (via Apex Systems) | Program Manager – Infrastructure Technology (Contract)** Jan 2012 – Jan 2015 · Round Rock, TX

- ▶ Led \$16M global factory infrastructure upgrade (Dec 2013) and major data center move (Illinois → Texas; 22 applications, 156 servers)—full end-to-end delivery ownership including phasing, resourcing, and governance.
- ▶ Program managed PCI compliance initiative (189 apps moved behind firewall), Dell Wi-Fi refresh (\$7.5M, worldwide), and EOL refresh of 1,698 Windows 2003 servers—defining improvement metrics and checkpoints for each program phase.

**Dell Inc. | Program Manager – Strategic Accounts** 2009 – 2012 · Round Rock, TX

- ▶ Grew Ford/Dell account from \$45M to \$225M by leading structured program delivery across 78 global project managers—overseeing cross-team dependencies, resource allocation, and executive stakeholder reporting.
- ▶ Developed ASN Automated Shipping Notification tool, translating business requirements into a scalable technical solution that provided real-time global order visibility.

**Dell Inc. | Global Service Delivery Manager – GE & NBC** 2007 – 2009 · Round Rock, TX

- ▶ Managed \$750M in combined annual accounts; negotiated landmark \$1.2B 3-year Dell/GE contract requiring executive stakeholder alignment across finance, engineering, and product leadership.
- ▶ Built 12-person global delivery team and created GE Global Pro-Support Management System; recipient of Dell CE Services Award.

## EARLY CAREER

**Broadwing Communications (L3)** – Technical Network Manager; designed CNN's national network architecture. **Cisco Systems (Netsolve)** – IP Customer Router Engineer; managed Home Depot's national router infrastructure. **M.E.D. Computers** – Founder/President/Network Engineer.

## EDUCATION

**Post-Graduate Certificate in Data Science & Business Analytics** – UT Austin McCombs School of Business, 2025–26  
**Digital Transformation** – Dartmouth College, 2025 · **Customer Analytics** – Wharton School of Business, 2025  
**BA, Computer Information Systems** – University of Texas at Austin

## CERTIFICATIONS & TECHNICAL SKILLS

**Program / Delivery:** Certified Scrum Master (CSM) · PMP3 (Dell) · ITIL V2 & V3 · Google PMP Certificate · Agile Enterprise Delivery

**Cloud / Infrastructure:** Microsoft Azure Cloud Essentials · SC-900 · MCSE · CCNA/CCDA · CNE/CNA · CompTIA A+ & Network+ · Fiber Optic & Copper Certifications

**Data / AI:** Google Data Analytics & Python · Oracle Generative AI · Power BI · Tableau · Machine Learning (Great Learning)

**Tools:** Jira · MS DevOps · SharePoint · Azure · AWS · VMware NSX-T · ServiceNow · IIBA CBAP