

Mark Grover

Burgaw, NC

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PROFESSIONAL SUMMARY

Technology leader with 15+ years of progressive experience delivering complex digital and infrastructure initiatives within global enterprise environments. Proven ability to translate strategic priorities into executable roadmaps across matrixed teams, coordinating concurrent initiatives with disciplined governance, risk oversight, and executive visibility. PMP-certified with a strong technical foundation spanning digital platform transformation and infrastructure modernization.

CORE CAPABILITIES

- Technology Portfolio Coordination & Program Leadership
- Agile & Predictive Project Management (PMP)
- Strategic Planning & Roadmap Execution
- Executive Reporting & Stakeholder Engagement
- Risk Management, Governance & Delivery Oversight
- Cross-Functional & Matrix Team Leadership
- Vendor & Infrastructure Oversight

PROFESSIONAL EXPERIENCE

INTERNATIONAL BUSINESS MACHINES (IBM) – Remote

07/2014 – 12/2025

Global enterprise technology organization supporting digital platform delivery, infrastructure modernization, and cross-functional program execution within a highly matrixed environment.

Roles Held:

Senior UX Researcher & Service Design Lead (2025)

Learning Experience Program Manager & Team Lead (2023–2025)

Site Reliability Engineer (2021–2023)

Staff Software Engineer – Digital Content Delivery Lead (2019–2021)

Staff Software Engineer – Watson Technical Enablement Specialist (2014–2019)

Enterprise Program & Delivery Leadership

- Led multiple cross-functional initiatives supporting IBM's global Training platform, aligning digital roadmap execution with strategic learning objectives and performance metrics while sequencing and prioritizing concurrent workstreams across UX, engineering, content, and operations.
- Directed day-to-day leadership of a three-person delivery team within IBM's matrix structure; accountable for prioritization, coordination, execution quality, and cross-team transparency.
- Provided executive stakeholders with structured reporting, executive dashboards, and roadmap presentations using Jira and Microsoft 365 tools to ensure delivery visibility and informed decision-making.
- Improved digital search performance by reducing "No Results" rate from 51% to 25% and increasing engagement click-through rates by 7.5%.
- Accountable for ADA accessibility compliance and partnered with architecture and legal stakeholders to operationalize GDPR data privacy controls, embedding regulatory and risk mitigation standards into platform delivery processes.

Digital Platform Transformation

- Led redesign of 34+ web pages to improve usability, brand alignment, and customer experience consistency.
- Launched Watson Academy LMS, increasing enterprise learning engagement 3.3x year-over-year.
- Led end-to-end development and launch of 15+ AI and Machine Learning courses on Coursera, achieving 9,000+ enrollments and expanding global reach.

- Developed user behavior frameworks and engagement analytics models to reduce support friction and enhance satisfaction.

Infrastructure & Operational Leadership

- Led infrastructure optimization initiative eliminating 700+ virtual network instances, improving scalability and reducing operational overhead.
- Automated network provisioning using Terraform and NSX-T to standardize deployment and improve reliability.
- Directed vendor procurement and lifecycle coordination for Cisco networking hardware and server components.
- Developed data center planning documentation including topology diagrams and infrastructure schematics to support capacity planning.

Cape Fear Community College (CFCC) – Castle Hayne, NC

01/2012 – 07/2014

Computer Information Technologies Instructor (Full-Time Faculty)

- Delivered college-level instruction in networking, cybersecurity, and information systems; served as Cisco Certified Academy Instructor (CCAI) aligned to industry certification standards.
- Advised students and supported development of the Information Security & Assurance degree track.
- Nominated for the Marilyn Goodman Anderson Award for Excellence in Teaching (2012).

University of North Carolina at Wilmington – Wilmington, NC

01/2008 – 12/2011

Computer Analyst, Client Technology Services

- Led campus-wide Windows 7 deployment using System Center Configuration Manager (SCCM) across 7,000+ systems; served as project lead, technical architect, and trainer.
- Recognized as UNCW Employee of the Year for leadership and execution excellence in enterprise systems deployment.
- Provided Tier II/III technical support to 200+ faculty and staff, ensuring operational continuity across campus technology services.

Alpha & Omega Computers – Burgaw, NC

09/1995 – 01/2008

Owner/Operator

- Directed all business operations including P&L management, pricing strategy, procurement, vendor negotiations, client engagement, and technical service delivery for a regional small business.
- Designed and implemented customized IT and web solutions for small business clients, improving operational efficiency and supporting business growth.

EDUCATION

Master of Science, Computer Science and Information Systems

05/2015

University of North Carolina at Wilmington – Wilmington, NC

Bachelor of Science, Information Systems (Cum Laude)

07/2008

University of North Carolina at Wilmington – Wilmington, NC

CERTIFICATIONS

Project Management Professional (PMP), Project Management Institute (2026)

Certified Technical Trainer (CTT+), CompTIA

RECOGNITION AND AWARDS

- IBM Entrepreneur Award (2025)
- IBM Champion Learner Gold – Top 5% of IBMers (Multiple Years)
- IBM Eminence & Excellence Awards (Multiple Years)

REFERENCES: Available upon request