

Humberto Silva

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SUMMARY

Energetic and versatile Operations Leader with proven experience managing cross-functional teams in fast-paced environments and a strong background in Strategy and Planning, Business Operations, Program Management, and Change Management and Transformation. Action-oriented problem solver and relationship builder.

PROFESSIONAL EXPERIENCE

Pegasystems

Cambridge, MA

Sr Manager GTM Operations - Financial Services and Insurance

2022-

- Drive execution of GTM strategy encompassing Client and Partner Engagement, Sales Enablement and Activation, Demand Generation, Product development, and Industry Offerings.
- Led Industry Programs for Sales Enablement, Global Accounts, and Product Interlock.
- Led daily operations, metrics management, and best practices across industries.

Financial Services and Insurance GTM Transformation Program Manager

2021 - 2022

- Successfully managed a complex program to revamp the Financial Services industry, impacting Global Clients Management, Clients Modernization, Commercial Strategy, Industry offerings, Product positioning, and Implementation and Delivery.
- Applied learnings across the Insurance vertical.

Business Process Transformation Consultant - Business Operations

2019 - 2020

- Led the design and programmatic execution of the Lead-to-Cash as-a-service transformation.
- Managed company-wide strategic initiatives to provide relevant and accurate client and product data to field teams, improve client interaction, and establish a scalable program to guide and support clients running old product versions to upgrade and stay current.

EMC Corporation / Dell EMC

Hopkinton, MA

Business Planning & Operations Manager - Global Office of the CTO

2016 - 2017

- Established operating model for Research and Development and Technology Architecture teams.
- Designed and implemented a community-building and technology evangelization strategy for the CTO office.
- Reengineered Advanced Research and Development process for projects lifecycle and portfolio management

Program Manager Strategic Initiatives - Office of the CTO

2014 - 2016

- Managed integration activities for emerging technology areas in preparation for a company merger.
- Managed complex technical programs and initiatives for emerging infrastructure technologies.
- Managed technical roadmap, forums, and community activities for emerging technologies for internal development and technology partners.

Global Services Leadership Rotational Development Program

2012 - 2014

- *Field Marketing:* supported demand generation strategy by implementing field marketing programs focused on high-value strategic customers and segments.
- *Channel Sales:* supported restructuring of Channel Partners and developed Business Intelligence and analytics for the organization.
- *Sales Enablement:* supported Global Account Managers for Professional Services with sales documentation, training, sales enablement strategies, and KPIs development.
- *Customer Service Operations:* implemented a data model to determine the monetary impact of critical service request metrics for 50+ product portfolios.

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Boston University

Boston, MA

Lean Consultant - Department of Enrollment Operations

2011- 2012

- Developed and led business processes mapping and productivity analysis of Career Center.
- Implement changes to enhance capacity and increase Career Center's service quality.
- Created and communicated standard reports to provide visibility for the lean initiative.

Procter & Gamble

Caracas, Venezuela

Lean Consultant (Integrated Working Systems Leader)

2009 - 2010

- Developed five years Strategic Plan and yearly rollout plans for the organization.
- Implemented TPM, Lean Six Sigma, and High-Performance Teams methodologies across the site.
- Increased site productivity by ~3%. Reduced inventories by ~ 5% and operational costs by~ 2%.

Project Manager (Startup Leader)

2008 – 2009

- Managed construction, commissioning, and stabilization of new initiatives within different production lines to support product development lifecycle and regional marketing initiatives. Led team of 40+.
- Coordinated cross-organizational efforts between R&D, Regional Marketing Team, Logistics, and Engineering to craft and accomplish successful product launches.

Production Line Manager

2005 - 2008

- Leading a team of 30 employees, managed budget, production plans, maintenance plans, talent development, and daily operations for manufacturing production line.
- Successfully implemented major technical manufacturing initiatives assuring product availability to sustain local market strategies
- 15% of line downtime was reduced, and 9% volume increased from 2006 to 2008.

EDUCATION

MBA, Strategy and Operations - Boston University

May 2012

- President, Latin American Business Club

MS, Information Systems - Boston University

May 2012

- Honors

BS, Electrical Engineering - Universidad Simón Bolívar

May 2003

ADDITIONAL SKILLS AND INTERESTS

Professional Competency – Executive communications and presentations, Lean Six Sigma, Project Management - PMP, Business Intelligence, Kaizen and Process improvement, Agile.

Digital Competency – Project and Program Management tools (Trello, Smartsheet, JIRA, Confluence, Monday), Data Analytics tools (Power BI, Tableau, R Studio), Microsoft Office Suite.

Multicultural Competency – Fluent in written and spoken English and Spanish, with experience managing global and geographically distributed teams.

Volunteering / Social Impact: Founder of CASEG.co, a platform for reporting and visualization of violent incidents in Caracas.

Endurance Athlete – Completed several long-distance endurance races (50mi, 100km, 100mi) and Marathons.