

MATTHEW SCOTT, MA, PMP, DASM

Program Manager | Operations | Digital Performance

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PROFESSIONAL SUMMARY

Certified Project Manager (PMP, DASM) and operations leader with extensive experience driving digital transformation, global supply chain optimization, client operations, and workflow standardization for high-volume enterprise platforms. Adept at steering cross-functional teams, establishing key performance scorecards, reducing SLA risks, and delivering business intelligence tools that accelerate executive decision-making and operational scalability.

CORE COMPETENCIES

- **Program & Project Management** (PMP®, DASM®)
- **Digital Transformation & Operations**
- **Global Product Internationalization & Delivery**
- **Cross-Functional Team Leadership**
- **Agile & Waterfall Frameworks**
- **Process Improvement & Six Sigma**
- **Vendor, Partner & SLA Management**
- **Business Intelligence & Executive Reporting**

PROFESSIONAL EXPERIENCE

Firm Media | Remote

Account Manager (Digital Marketing Agency) | Nov 2025 – Sep 2026

- Led day-to-day operations for a portfolio of healthcare clients (dental practices, plastic surgeons, and medical aesthetics providers), coordinating internal creative, web, and SEO teams against monthly marketing roadmaps.
- Delivered monthly performance analytics readouts, translating complex traffic and conversion data into actionable strategic guidance that drove 20-30% lifts in user engagement.
- Governed deliverable quality and strict adherence to internal brand standards and external HIPAA compliance regulations.
- Acted as the primary strategic partner for client stakeholders, aligning technical analytics with overarching business objectives for patient acquisition and retention.
- Monitored regulatory and algorithmic market shifts to proactively mitigate risk and protect performance SLAs.

Deluxe Media Services | Los Angeles, CA

Account Manager (Sony Pictures Entertainment to Amazon Prime Video) | Aug 2023 – Jul 2025

- Owned end-to-end digital supply chain workflows and asset delivery from a Fortune 500 entertainment enterprise to a premier global e-commerce and streaming platform, sustaining 90% on-time delivery on a high-volume, recurring product slate.
- Engineered executive-level business intelligence dashboards and KPI reporting that surfaced workflow bottlenecks and asset readiness, establishing a single source of truth and significantly reducing status-meeting overhead.
- Implemented a proactive risk management framework to identify supply chain exceptions early, cutting reactive escalations by an estimated 40% and providing concrete mitigation paths.

The Walt Disney Company | Los Angeles, CA

Distribution Operations Manager (Disney+, Hulu, ESPN+, Disney Channel) | Sep 2021 – Jul 2023

- Directed cross-functional teams to integrate complex digital assets across a global portfolio, ensuring technical consistency and operational compliance for international territory launches across APAC, LATAM, and EMEA.
- Re-engineered master delivery procedures and ingestion schedules, driving a 15% improvement in on-time delivery for global product catalog.
- Developed data visualization tools that enhanced forecasting accuracy, made supply chain risks legible to non-technical executive leadership, and accelerated critical path decisions.

RWS Moravia | Los Angeles, CA

Program Manager II (Netflix Internal Contract) | Sep 2018 – Apr 2021

- Led digital transformation initiatives for global enterprise platforms, owning the end-to-end project lifecycle across charters, sprint cadences, and executive reporting.
- Designed and deployed a root-cause analysis and rejection-response procedure for defective deliverables, slashing late or missed SLA responses by roughly 85% within a 30-day implementation period.
- Architected and maintained comprehensive vendor performance scorecards, enforcing corrective actions to protect client-side SLAs when service quality deviated.
- Optimized workforce productivity and retention on a high-turnover contract by tailoring standard operating procedures (SOPs) and onboarding frameworks to specific team strengths.

Critical Mix | Los Angeles, CA

Project Analyst (Consumer Research & Market Intelligence) | Aug 2017 – Sep 2018

- Managed end-to-end data validation, analysis, and dashboard delivery for enterprise clients, generating market intelligence briefs that contributed to an estimated \$200K in accumulated revenue.

Wheelhouse Ventures | Torrance, CA

Staff Supervisor (Federal Student Loan Services) | Mar 2016 – Aug 2017

- Supervised processing operations and sales teams, ensuring strict regulatory compliance, accurate onboarding, and application submissions to the U.S. Department of Education.

SDI Media | Culver City, CA

Client Service Representative (Global Media Localization) | May 2013 – Jul 2015

- Coordinated intricate workflows and master schedules for the localization and delivery of complex digital assets to major enterprise clients.

EDUCATION & CERTIFICATIONS

Education

- **Master of Arts, Organizational Leadership** | University of Arizona Global Campus | 2022
- **Bachelor of Arts** | California State University, Dominguez Hills | 2010

Certifications

- **Project Management Professional (PMP)** | PMI | 2023
- **Disciplined Agile Scrum Master (DASM)** | PMI | 2024
- **Six Sigma Black Belt** | Expected October 2026
- **Google Project Management Certificate** | Coursera | 2024