

Marco Ferra

Programme Manager

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Summary

18+ years in programme and project management, operational excellence, digital transformation, and continuous improvement across technology, automotive, biopharma, and industrial sectors. Proven track record in Agile delivery, Lean Six Sigma, DevOps, and cross-functional stakeholder management at scale.

Experience

Programme Manager – Sky (Comcast / NBCUniversal) Oct 2022 – Present
Lisbon (PT)

- Pioneering an AI-assisted SDLC framework — a specification-driven model using agentic AI
- Deployed DORA metrics across 40+ Scrum teams (500+ engineers) building Peacock streaming apps (Xfinity, Roku, Web, iOS, Android, tvOS), identifying CI/CD bottlenecks and reducing lead time to change by 25%
- Led cross-functional process optimisation using Value Stream Mapping (VSM) and BPMN, streamlining quality-assurance workflows and improving operational efficiency

Continuous Improvement Lead – Amgen Sep 2021 – Sep 2022
Lisbon (PT)

- Partnered with Deloitte Switzerland to design and implement the Continuous Improvement governance model for Amgen's Capability Centre (Lisbon) — reporting directly to the General Managing Director
- Designed and deployed a Lean/Kaizen training curriculum across 3 business units (300+ people), embedding structured problem-solving and operational excellence from hub launch
- Led Kaizen events using A3 Thinking and root-cause analysis, streamlining partner onboarding

Senior Project Manager – Hertz International Jun 2019 – Sep 2021
London (UK)

- Led pan-European optimisation of the Hertz portal to maximise upsell/cross-sell (€20M annual revenue)
- Reduced end-to-end online booking time by 20% through customer-journey redesigns, coordinating a cross-functional team of 15–20 using hybrid delivery (Waterfall + Agile)
- Conducted Gemba Walks across the UK and Italy to map the full customer journey, driving improvements to conversion rates and Net Promoter Score (NPS)

Head of Calibration Laboratory (ISO/IEC 17025 | ISO 9001) – ISQ Jun 2007 – Jun 2019
Lisbon (PT)

- Managed a 12-person team and a €700K–€1M annual budget across Lisbon, Porto, and Madrid, delivering 7,000 calibrations/year for Siemens, Bosch, Volkswagen, and Embraer
- Grew revenue by 40% by expanding ISO/IEC 17025-accredited services and reduced turnaround lead time by 30% via a Lean Six Sigma project and an automated scheduling platform
- Keynote speaker at national and international industrial events and member of the scientific committee

Education

- **Postgraduate Diploma in Laboratory Management** – ISQ — Lisbon (2011)

- **MSc** – University of Lisbon — Lisbon (2006)

Skills

Agile delivery, Lean Six Sigma, DevOps & DORA metrics, SAFe, Value Stream Mapping (VSM), BPMN, A3 Thinking / Kaizen, Cross-functional stakeholder management

Certifications

- Certified SAFe 6 Scrum Master (2023)
- Lean Six Sigma Black Belt (2017)

Languages

English (fluent), European Portuguese (native)