

PETER J. DYKHUIS

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Professional Services • Enterprise PMO • Digital Transformation • Operations Excellence

Enterprise Transformation and Professional Services Executive with 20+ years of experience leading large-scale digital transformation, managed services operations, and multi-million-dollar technology portfolios for Fortune 100–1000, FedRAMP, and government clients. Proven P&L owner and executive operator with expertise in scaling global delivery models, building nearshore/offshore capabilities, and leading enterprise PMO governance. Recognized for improving time-to-revenue, optimizing operating margins, and driving AI-enabled workflow modernization across complex enterprise environments. Experienced Agile practitioner and change management leader with deep cross-industry delivery breadth spanning SaaS, cloud modernization, managed services, and regulated enterprise environments.

CORE COMPETENCIES

PMO Leadership | Program & Portfolio Governance | Enterprise Program Management | Executive Stakeholder Management | Corporate Governance | Strategic Planning | Business Transformation | Change Management | Continuous Service Improvement | Escalation Management | Risk Management | KPI Development & Performance Analytics | Operating Model Design | Project Portfolio Management (PPM) | Lean Six Sigma | Operational Excellence | Agile Delivery (Scrum / SAFe) | Resource & Capacity Planning | High-Performance Service Delivery (KPI/SLA/OLA) | Vendor & Subcontractor Management | Customer Success

TOOLS & PLATFORMS

ServiceNow | Microsoft Project | SharePoint | Power BI | Microsoft Visio | Salesforce | Microsoft 365 & Collaboration Suites | AI Productivity Tools (ChatGPT, Claude, Copilot) | ITIL Frameworks

PROFESSIONAL EXPERIENCE

Xerox Corporation | Grand Rapids, MI | 2004 – 2026

Transition Executive (2015 – 2026) Acting Vice President (2017 – 2019)

- Delivered executive leadership over a 750M+ multi-regional technology services portfolio with full P&L ownership, consistently aligning go-to-market execution with margin and growth objectives.
- Improved time-to-revenue by 35% and increased margins by 20% by accelerating enterprise deployment across IDP, digital mailroom, production print, MPS, and AI-enabled workflow solutions.
- Reduced labor costs by 30% by re-architecting the delivery model and migrating core operations into a offshore center following post-M&A integration, optimizing capacity and infrastructure utilization.
- Pioneered Xerox's digital offerings, achieving over 100% year-over-year growth by developing deployment strategies, tools, and processes from the ground up.
- Built and scaled enterprise PMO governance frameworks and execution standards that enabled predictable delivery of multi-million-dollar transformation programs across global accounts.
- Championed adoption of ServiceNow and collaboration suites, driving cross-functional alignment and automating core operational processes.
- Directed the strategic overhaul and deployment of a modernized ITIL methodology, translating complex technical governance into predictable, high-value business outcomes.
- Led Agile-aligned delivery practices and change management initiatives across distributed, multi-disciplinary teams spanning global accounts.

ADDITIONAL PROFESSIONAL EXPERIENCE

Xerox Corporation

Transition Manager | (2013 – 2015)

- Managed a 75M+ enterprise program portfolio, directing concurrent transitions from contract award through steady-state operations while ensuring on-time delivery and margin achievement.
- Revitalized an over-budget portfolio, boosting revenue by 40% in six months through strategic schedule resets and prioritizing revenue-generating activities.
- Consistently exceeded revenue realization and margin targets through disciplined execution, pipeline control, and cross-functional delivery oversight.

- Led C-suite stakeholder engagement by aligning transformation milestones, risk mitigation strategies, and enterprise change initiatives across global accounts.
- Improved time-to-revenue by optimizing the global delivery model through strategic use of onshore, nearshore, and contractor resources supported by structured capacity planning.

Xerox Corporation

Manager, Staff & Development | (2011 – 2013)

- Led matrix leadership for a 300+ employee organization, directing workforce operations, performance management, talent development, and delivery consistency across multiple business lines.
- Established and scaled the company's first nearshore delivery capability, reducing labor costs by 40% while improving operational scalability and efficiency.
- Increased capacity and reduced operational overhead by engineering scalable service delivery models across enterprise environments.
- Improved alignment between operational support and localized team capabilities through close collaboration with executive stakeholders to strategically tailor support infrastructure.
- Strengthened organizational knowledge sharing and operational consistency by owning the organization's Communities of Practice, institutionalizing best practices, and fostering continuous improvement across teams.
- Exercised full HR ownership and strategic leadership over a large, multi-disciplinary team of senior professionals, driving organizational design, performance management, and talent retention.

Xerox Corporation / Computer Products & Resources (CPR)

Equipment Transformation Manager / Project Executive / Enterprise Solution Lead

- Drove more than 20% margin improvement by leading enterprise assessments and solution architecture for large-scale client programs that enhanced both customer satisfaction and financial performance.
- Built scalable managed services models by developing early global pilot programs and managed services frameworks that improved delivery consistency and accelerated enterprise adoption.
- Led national technical support operations, managing break-fix and lifecycle services across distributed environments while improving service responsiveness and overall asset performance.

EDUCATION

Master of Science (M.S.) in Communications

Bachelor of Science (B.S.) in Public Relations & Advertising

Grand Valley State University | Allendale, MI

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- Lean Six Sigma Green Belt — Xerox Corporation
- Master's Certificate in Management — (TEAGR)
- CompTIA A+ Certification — CompTIA

BOARD & VOLUNTEER LEADERSHIP

Board Trustee & Chair | Kent District Library | Kent County, MI | 2020 – Present

- Provides fiduciary and governance oversight for a regional public institution serving Kent County.
- Leads board strategy and stakeholder engagement as Board Chair.
- Guides long-term pension sustainability as a Pension Board Member (2025 – Present).
- Oversaw financial stewardship and compliance in previous Treasurer role.

Volunteer Tutor | Literacy Center of West Michigan | Grand Rapids, MI | 2013 – 2015

- Provided one-on-one coaching to adult literacy and ESL learners, focused on improving reading, writing, and foundational language skills.

Volunteer | Golden Gloves Boxing | Grand Rapids, MI | 2010 – 2014

- Supported events and fundraising to foster discipline, confidence and community connection for local youth.