

Experience

Cisco Systems

1996—present

Manager, Sales Operations

2004—2009

- Manage programs to scale the 5500 strong Systems Engineering (SE) organization to efficiently support revenue growth by promoting collaboration, knowledge transfer, and operational excellence.
- Manage a physical team, led virtual teams and manage programs supporting the following value propositions: facilitate SE prioritization of their sales opportunities; increase SE productivity via shared resources and cross functional collaboration; facilitate SE development and knowledge reuse; recognize top performing SEs.
- Work closely with HR and Senior SE Leadership to manage the creation, retiring, expectations, and compensation for the SE organization.
- Manage a \$1 million+ budget as well as operational program and cost reductions.

Business Operations Manager

2004—2009

- Initiated, planned, drove, and managed a deep dive Systems Engineer work study and productivity analysis.
- Led a multi-year Next Generation Systems Engineer program driving engagement models for WW Systems Engineer Role. Created 3 new technical sales roles including compensation plans.
- Created best practices and video-on-demand for the field around intelligently prioritizing their pre- and post-sales activities.

Business Development Manager

2000—2004

- Ran a virtual team to gather and drive technical and business customer requirements between global technical organization and development business units.
- Worked with the integration of a new acquisition and products into the Cisco ecosystem.

Consulting Systems Engineer

1999—2000

- Provided technical consulting services to customers world wide including training to Systems Engineers and customers.

Systems Engineer

1996—1999

- Sales force Systems Engineer for customers with classified networks.

Trident Data Systems

Senior Network Engineer 1995—1996

- Responsible for network architecture and security configuration, upgrades, and troubleshooting. Design, manage and engineer solutions to implement new technologies.

System Manager 1994—1995

- Manage a team and perform tasks to provide computer user support and system administration functions for Schriever AFB—a 3000 user network.

Project Office Rep. / Customer Support Specialist 1991—1994

- Technical support and liaison between my customer division and MIS/COM departments.

Education 1980-1985 University of California, Los Angeles

▪ **B.S., Cybernetics with Specialization in Computing Studies**

Honors: *magna cum laude*; Dean's honor list; Phi Beta Kappa

Clearances ▪ TS/SCI from 1991—2000

Languages American Sign Language, proficient