

Jeremy Davis, PMP®

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SUMMARY

Jeremy brings over 25 years of experience in technology and management, evolving from a software engineer to a strategic leader in Portfolio and Program Management. At Cisco, he was a leader in the implementation of Agile methodologies to enhance business agility, streamlined project delivery processes, and drove the adoption of data visualization tools for strategic decision-making.

Jeremy has a proven track record of improving operational efficiencies, managing cross-functional projects, and fostering team development in high-tech environments. His leadership extends beyond project successes to include championing diversity and inclusion initiatives and demonstrating a comprehensive approach to driving organizational change and development.

EXPERIENCE

Strategy & Planning Manager/Portfolio Manager Cisco

December 2021 - Present

- Architected and executed a strategic Objectives model to enhance clarity and alignment across product capabilities and roadmaps, fostering an environment that encourages Agile and flexible project management methodologies.
- Coordinated and led leadership workshops to define and articulate comprehensive portfolio-wide strategies, ensuring a cohesive understanding and approach to roadmap development.
- Pioneered the standardization of work intake and prioritization processes within the Workforce Experience sector, significantly improving project selection and prioritization methodologies.

Portfolio Reporting & Operations Manager Cisco

October 2020 - November 2021

- Spearheaded the Rally software implementation, establishing a robust system for engineer assignment and activity tracking that streamlined project management processes.
- Facilitated the integration of AHA! with Rally, creating a seamless bridge between roadmap planning and engineering execution to enhance project tracking and reporting.
- Developed a CXEPI Scorecard to inform executive-level investment decisions, utilizing a multidimensional approach to evaluate and guide strategic initiatives.
- Managed and mentored 2 employee resources and 1 consultant resource.

Operations Manager Cisco

December 2018 - September 2020

- Designed and implemented multiple integrated Smartsheet dashboards for comprehensive oversight of Workforce Management and Operations Reviews, becoming a recognized subject matter expert in Smartsheet within the organization.
- Utilized expertise in Smartsheet to drive information sharing and operational insights, enhancing data-driven decision-making across leadership reviews and strategic planning sessions.
- Earned both Product and Solution Smartsheet Certifications.

Senior Project Manager

Cisco

November 2016 - November 2018

- Managed the end-to-end project lifecycle for multiple releases of the Support Case Management application, contributing to significant advancements in Cisco's Software Support program and earning recognition for project delivery excellence.
- Led the Service Delivery track for a cross-functional initiative aimed at enhancing Cisco's Collaboration offers, coordinating efforts across business and IT teams to achieve innovative support solutions.
- Recognized with a "Pinnacle Award" for innovation.

Business Operations Manager

Cisco

November 2010 - November 2014

- Directed the deployment of global software entitlement controls, leading a team of employees and consultants to strengthen software download compliance and security measures.
- As Americas Theater Manager, served as the key liaison between Cisco and Partners for services entitlement, enhancing partner relations and ensuring a thorough understanding of entitlement controls and management tools.
- Hired, developed, and trained a team of employees and consultants to deploy globally increased entitlement criteria for downloading software from Cisco.com.
- Traveled to Cisco Partner sites in more than 10 countries for high-touch training engagements.
- Served as the Cisco-to-Partner Services Entitlement liaison for the Americas Theater (US, Canada, Latin & South America) representing 2/3 of Cisco's services business.

Business Consultant via Q Analysts

Cisco

June 2010 - October 2010

- Served as a business consultant for the Cisco Services "Renewals Transformation" program. Spearheaded the development of a comprehensive solution to revolutionize the service contract renewals process, enhancing efficiency and accuracy by leveraging automation and data integrity for Salesforce.com integration.
- Crafted and executed detailed reports on upcoming renewals, incorporating accurate install-based data to facilitate a more streamlined and accurate renewal process for service sales teams.
- Presented an innovative end-to-end renewals process improvement proposal, showcasing the integration of automated report generation and Salesforce.com import processes, to senior executive stakeholders, effectively communicating the potential for significantly enhanced sales cycle management.

IT Services Manager, ITS Web Services

University of North Carolina at Chapel Hill

January 2009 - June 2010

- Led a specialized team of design and content management professionals in the rollout of CarolinaContent, the University's enterprise content management (ECM) and web content management (WCM) platform, establishing a cohesive strategy that spanned both academic and administrative units.
- Collaborated closely with Enterprise Portal management and ITS Executive Management teams to forge a unified web experience strategy, aiming to streamline and enhance ITS-developed websites and applications across the University.
- Directed the redesign and launch of the primary University web presence utilizing CarolinaContent, facilitating a more intuitive and engaging user experience for a wide range of University stakeholders.
- Acted as a driving force behind adopting the new visual identity system across the University, conducting outreach and fostering buy-in among executive management, academic leaders, and individual content contributors.
- Standardized project management methodologies within the team, integrating innovative tools such as Liquid Planner to enhance project tracking, coordination, and delivery.

EDUCATION

California State University at Chico

Bachelor of Science in Computer Science, Mathematics Minor

Magna Cum Laude

CERTIFICATIONS

- Project Management Professional (PMP)
- SAFe Lean Portfolio Management
- SAFe Product Owner/Product Manager
- SAFe Practitioner

SKILLS

Jira, Rally, AHA!, Strategic Planning & Analysis, Portfolio Management, Agile & SAFe Methodologies, Data Visualization & Analytics, Operational Efficiency, Process Improvement, Change Management