

# Me Linda O'Neill

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## Business Operation Manager

Experienced Business Operation Manager with over twelve years success in providing project management support through strategy, design, and architecture. Innovative professional with proven record to scope, plan, track/manage and provide governance to meet project deliverables and milestones, with expertise utilizing the following:

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| ▪ <b>Data Scientist</b>                          | ▪ <b>Financial Planning/Financial Analysis</b> |
| ▪ <b>Acquisition Integration</b>                 | ▪ <b>Miro (Operational Planning)</b>           |
| ▪ <b>Smartsheet (Operational Tracking)</b>       | ▪ <b>Salesforce</b>                            |
| ▪ <b>MS Office 365 / MS Project / SharePoint</b> | ▪ <b>Oracle Projects (Project Tracking)</b>    |
| ▪ <b>Business Process Improvement</b>            | ▪ <b>JIRA (Task Tracking)</b>                  |

Took charge of designing and enhancing business processes, tools, reporting systems, and operational models to amplify the regional organizations' efficiency while upholding corporate policy compliance. A Data Scientist who runs strategic analysis on our day-to-day business. Where providing specific algorithms and technical analysis on models created and design from raw data. Provided business case uses and recommendations based on those outcomes.

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### WHO AM I

I have been with Cisco 12.5 yrs. (6 as RB & 6.5 has BB). With extension experience in leading Business Operations. From revenue forecasting, budget planning, PCOG Forecast Accuracy, Pipeline review: Sales versus Delivery. Exhibit evident leadership and influential abilities, backed by a history of collaborating with a broad and varied group of stakeholders. As a standout collaborator, functioning as a dependable advisor to the business, wielding the power to effect cross-functional and executive-level impact. With adept social skills have facilitated the cultivation of strong partner relationships, highlighting the leadership skills necessary for engaging executives across the spectrum of the organization.

In instances you will see me take the reins in devising business solutions and catalyzing change. My proficiency extends to the intricate aspects of running a business, connecting seamlessly with visionary leaders to bridge strategic gaps. This proficiency demonstrated strong people skills in both verbal and written communication, allowing me to present information clearly and succinctly. With consistent commitment to objectivity through active listening ensures consistently striving for optimal outcomes for the business.

With a robust mindset oriented toward processes, data, and automation empowers me to continuously streamline, enhance, and automate repetitive processes. Moreover, possess the capacity to identify opportunities for refinement and ongoing improvement. Excel at conveying sophisticated concepts in a clear and easily comprehensible manner to diverse audiences. Mindfulness and an eye for improvement sets me apart.

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### PROFESSIONAL EXPERIENCE

#### Cisco Systems

##### Customer Program Manager

**11/2023 – Current**

- Led programs consisting of multiple projects providing vision, strategy, governance, and alignment with business objectives.
- Oversaw program metric tracking, financial metrics, and profitability.

- Delivered leadership to ensure programs completed on-time, within budget, and to high quality standards.
- Identified opportunities for additional business and contributed to stakeholder evaluations, requirements gathering, and renewals.
- Prepared monthly and quarterly management reporting for Executives and analyze results.
- Managed program-level risks and developed response strategies.
- Shared lessons learned and best practices within Cisco's Program Manager Role Community. Supported acquisition integration by offering process guidance and managing financial aspects.

#### **Business Operations Manager**

**08/2017 – 11/2023**

- Managed 5 segments across North America, Canada, and Latin America, overseeing 94 Transaction projects and 74 Subscription projects with a total revenue of \$168M. Successfully adhered to the fiscal plan while maintaining a healthy gross margin.
- Streamlined financial processes and systems to enhance efficiency and accuracy, while implementing best practices in financial management and reporting. Developed metrics to evaluate the effectiveness of these improvements.
- Worked closely with cross-functional teams and other vital partners such as Sales, Delivery, Finance, and Operations.
- Built and maintained financial models for the SP AMER business entity, interpreting data insights and identifying gaps. Developed both long- and short-term plans to address those gaps. Gained in-depth understanding of business growth drivers and accelerators for the segments under my management.
- Provided performance metrics, then assess business risk and operating performance, and timely communicate risks and opportunities to management.
- Ensured the development, implementation, and adherence of key policies, and methodologies.
- Design and enhance business processes, reporting systems, and operational models to amplify the regional organizations' efficiency while upholding corporate policy compliance.
- Adopted a data-driven approach, dissecting business performance to unearth underlying issues.
- Contributed strategic and tactical business insights and consultancy to propel profitable growth and operational excellence.
- Provided both tactical and strategic mentorship.

#### **Customer Delivery Manager**

**08/2013 - 08/2017**

- Produced financial reports to the senior leadership team.
- Established historical escalation metrics to provide senior leadership with weekly updates.
- Prepared quarterly reports and managed account budget and prepared our yearly budget.
- Proposed service enhancements to expedite deployment while upholding data accuracy.
- Kept meticulous records of all projects.
- Built a foundation of trust and respect among team members to foster a more integrated, efficient, and productive work atmosphere.
- Mentored junior team members and conducted training sessions to contribute to their growth and development.

#### **Business Analyst**

**4/2012 – 08/2013**

- Managed project expenses and cross charges for multiple projects.
- Collaborated with individual Project Managers to assess delivery timelines and revenue recognition.
- Ensured all projects adhered to company guidelines.
- Managed internal projects and data metric reporting over cross functional teams and applications.

#### **AT&T – Wi-Fi Services**

**2/2011 – 9/2011**

##### **Project Manager - NMD Conversion for Hilton Hotels**

- Led the network conversion initiative for Hilton Hotels, replacing the existing Nomadix Device with AT&T's Network Management Device (NMD).
- Managed multiple network conversion projects, orchestrating the implementations.

- Entailed seamless communication and coordination with both customers and internal management team.
- Oversaw site readiness, determine hardware requisites, and coordinate with scheduling installation teams.
- Troubleshoot challenges and addressing customer inquiries in a timely manner.
- Provided metric reports for resource evaluation, offering insights into areas requiring attention.

**AT&T – Wi-Fi Services****9/2010 – 2/2011****Project Manager - DMB Implementation for McDonald's**

- Led the implementation of Digital Menu Board (DMB) across all McDonald's.
- Took charge of harmonizing project tasks ensuring the punctual completion of projects.
- Delivered weekly updates on installation progress.
- Offered assistance for installations that encountered challenges.
- Orchestrated effective collaboration among internal teams, contractors, and customers.
- Communicated with franchise owners and pivotal corporate-owned stores to delineate solution scopes.
- Generated requisite reports to facilitate workflow tracking and supplied metrics as requested.
- Assumed responsibility for managing specialized projects as directed by management, while also offering supplementary support to account managers, as necessary.
- Ensured the integrity of contractor-provided documentation through rigorous quality checks.

**Scientific Games, Video Gaming****7/2008 – 9/2010****Financial Analyst**

- Orchestrated monthly and quarterly business reviews, overseeing Profit and Loss statements.
- Created documentation to guarantee precise reporting.
- Constructed financial models and reports tailored to the department's requirements.
- Conducted monthly analyses, offering comprehensive accounting for all projects.
- Managed the financial planning procedure for a multitude of projects and cost centers.
- Collaborated with Executive Management to formulate and authorize the annual corporate budget, playing a pivotal role in this process.

**Project Analyst:****8/2007 – 7/2008**

- Offered back-office assistance to project managers overseeing customer engagements.
- Ensuring to budget, project deliverables, and quality benchmarks.
- Managed forecasting and status reporting.
- Collaborated closely with Senior Project Managers, furnishing them with incisive financial and business analyses that highlighted pertinent business concerns, risks, and opportunities.
- Tackled intricate assignments that demanded substantial independent judgment and initiative in recognizing and resolving issues and discrepancies.
- Researched and resolved discrepancies in project setup and billing.
- Provided guidance and consultancy on financial and accounting matters related to project activities.
- Managed financial reports encompassing all projects within the department.

**Hewlett-Packard****3/2005 – 7/2007****eCo WW-IT e-Commerce Web Services****Lead Project Coordinator**

- Assembled and upheld monthly forecasts.
- Scrutinized time and material allocations to ensure contract compliance, alongside producing concise summaries for all contracts.
- Executed monthly accruals.
- Produced financial project report monthly, highlighting the remaining budget balance.
- Overlooked resource cost projection report.
- Delivered ad-hoc financial cost reports.
- Tracked purchase orders against corresponding invoices.
- Orchestrated the onboarding process for the Contingent Workforce.

- Served as an accessible channel for individuals to voice concerns, fostering open communication without fear of reprisal when communicating with executive management.

**Contract Administrator****4/2004 – 3/2005**

- Composed, negotiated, and finalized contracts with both vendors and Indirect Procurement.
- Ensured contracts were meticulously worded, and negotiations conducted to align with company policy.
- Maintained precise invoice reconciliation procedures for the contingent workforce.
- Orchestrated and harmonized the creation of Statements of Work.
- Conducted rigorous reviews of SOW to ensure compliance and accountability.
- Generated purchase requisitions and oversaw the administration of active purchase orders across all vendors.
- Effectively managed accounts receivable and accounts payable.
- Collaborated with both staff and customers to investigate and resolve issues.
- Executed meticulous invoice reconciliations.
- Scrutinized contracts, statements of work, and work orders, assuring their alignment with project guidelines.
- Undertook comprehensive process reviews, formulating actionable suggestions for enhancing efficiency within our team.

**Nonstop Solutions, Inc**  
Contract Administrator

**9/2000 – 4/2004**

**MEAG Power**  
Contract Administrator

**1/1995 – 12/1995**

**Lincoln National Life Insurance**  
Office Manager

**2/1993 – 3/1994**

**Motorola, Inc. – AIEG**  
Quality Data Analyst

**8/1988 – 11/1992**

**Terry Davis, Attorney at Law**  
Office Manager

**5/1985 – 8/1988**


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**EDUCATION**

**ITT Technical Institute**  
Associate of Electronic Engineering

**8/1990 - 11/1992**

**Data Science Generative AI Green Belt**  
**Generative AI Collaboration White Belt**  
**Agile Fundamentals**

**9/2024****9/2024****7/2022**