

JESSICA MENIUS

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<https://www.linkedin.com/in/jessicamenius/> | <https://github.com/jessicamenius>

QUALIFICATIONS

- Strong ability to create and embrace new systems and processes
- Possess excellent verbal, written, communication, and presentation skills
- Ability to lead many projects at once with excellent time management skills

EMPLOYMENT

Cisco Systems, Cloud Security Business Group; San Francisco, California

Jan 2016 - Present

Project Manager, Customer Success Operations

May 2019 - Present

- Manage onboarding team of 5 employees - 3 full time workers and 2 contractors for sub 25K customers across 2 product lines, Umbrella and Cloudlock
- Participating as a PM in a Stretch Assignment with the Design team within the Security Business Unit, advocating Design Thinking and Design Maturity across engineering teams throughout the BU
- Lead the transitions between intranet services, originally from Jive to IMB Employee Communities and currently from IBM Employees Communities to SharePoint
- Developing onboarding process for our Digital Customers for our new product, Secure Internet Gateway, as part of the Tiger Team
- Updating process for onboarding of new accounts across Umbrella and Cloudlock
- Redefining onboarding process for Enterprise Agreement customers
- Create reports for Managers and Customer Success Managers utilizing PowerBI, Tableau, Salesforce, Zendesk, and Gainsight
- Developed and implemented onboarding process for the new SIG@Home and SIG@Work Programs for internal customers utilizing Smartsheet automations
- Created Health Check program for Midmarket Customers with the beta project covering 60 customers, rolling out to the rest of the Midmarket Customers, ranging from 75K – 250K

Lead Customer Success Operations

Oct 2017 – May 2019

- Lead onboarding team of 3 contractors for new sub 50K customers across 2 product lines, Cisco Umbrella and Cloudlock
- Project lead on Sub 50K Onboarding improvement project, including automating email communications via Marketo and developing a weekly webinar for new customers going over the deployment of Cisco Umbrella
- Optimize processes within the Customer Success Team across all market segments
- Manage Enterprise Agreement deals for Cisco Umbrella and Cloudlock
- Create reports for Managers and Customer Success Managers utilizing Salesforce, Zendesk, and Gainsight
- Produce quarterly newsletter for Cloud Security Customer Success to be distributed company wide
- Attended Salesforce Administrator Certification class, currently preparing for the certification exam
- Gainsight Administrator, developing dashboards and reports for CSMs to use for customer tracking and metrics
- Zendesk Administrator, maintaining queues for customer questions for the Sub 50K Onboarding and Midmarket
- Smartsheet Certified User, build and create spreadsheets and reports for management

New Accounts Onboarding Specialist

Sept 2016 – Sept 2017

- Primary onboarding specialist for all new accounts under \$50,000
- Manage provisioning and onboarding process for all Enterprise Level Agreements with Cisco
- Assist with the migration of customers from CWS to Cisco Umbrella
- Collaborate with Cisco Account Managers to assist with the provisioning and deployment of Cisco Umbrella for larger Cisco customers purchasing an Enterprise License Agreement
- Coordinated a monthly Webcast for lower dollar amount customers to efficiently deploy the product

Recruiting Program Manager (contract)

Jan 2016 – Sept 2016

- Worked within 2 applicant tracking systems, Jobvite and Virtual Edge to merge and create a new process for recruitment post-acquisition
- Collaborated with 8 Cisco recruiters to schedule phone, Hangout, WebEx, and onsite interviews
- Sourced candidates for all open requisitions – full time, contract, and internships at OpenDNS
- Assisted in Fiscal Year 2017 Budget Planning
- Worked with Deal Desk Analyst to quality check contracts, quotes, and opportunities in Salesforce and Zuora

Capital One; San Francisco, California

Aug 2014 – Nov 2015

Principal Coordinator, Recruiting

- Lead coordinator for 3 San Francisco coordinators and 6 Tech coordinators across the country
- Served as primary scheduling contact for candidates and internal clients
- Negotiated times and schedules to organize candidate interviews
- Escorted candidates through the selection process
- Partnered with recruiters to ensure flawless execution of the hiring process
- Built and maintained strong relationships with senior managers and administrative professionals
- Managed confidential files and other privileged information
- Oversaw travel details and communications between candidates and Capital One preferred travel vendor

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- Prepared various materials, reports and files for interviews and consensus meetings
- Assisted in streamlining the recruiting process for the San Francisco market
- Trained new contractors on the processes of Capital One Recruiting Coordinators
- Tracked and reported all interviewer participation for 8 Technology coordinators
- Scheduled over 1700 hours of interviews between August 2014 and September 2015

Capital One; Chicago, Illinois

Jan 2014 – Aug 2014

Recruiting Coordinator (contract)

- Scheduled interviews for both Ad Hoc and Powerday schedules
- Managed 2 tracks for Tech interviews
- Updated the Interview Request Forms for Ad Hoc and Powerday request
- Updated the Tech Tracker to make data consistent for tracking purposes
- Participated in tracking Interviewer Participation for the ES: IT and ES: Digital teams
- Facilitated interviews in the Downtown Chicago location

United Airlines; Chicago, Illinois

Jul 2012 – Jul 2013

Recruiting Coordinator (contract)

- Monitored Position Approval inbox for new positions and uploaded into Taleo
- Uploaded 150 positions per week into Taleo to be routed for approvals
- Generated an updated version the Position Approval Form
- Member of the Champion Team for the Taleo upgrade from version 7.5 to version 12
- Scheduled interviews for Ground and Corporate positions
- Guided candidates through the Ground clearance process
- Created the training manual for Position Approval and trained 2 coordinators on the process

Investnet Asset Management; Chicago, Illinois

Mar 2010 – Jan 2012

Operations Specialist

- Processed service requests through 4 custodians
- Authorized 40 deposits per day for investment
- Opened new separately managed accounts
- Efficiently managed workflow of 300 service requests pertaining to raising and investing funds
- Trained new hires to process periodic distributions at 4 custodians

TRAINING AND PROFESSIONAL DEVELOPMENT

Salesforce Admin Training; San Francisco, California

Jan 2019

Toastmasters, OpenDNS Toastmasters Club

Jun 2016 – May 2019

Club President

Jun 2018 – May 2019

Club Vice President, Education

Jun 2017 – May 2018

Club Vice President, Membership

Jun 2016 – May 2017

Competent Leader Award

May 2019

Certifications

University of California, Berkeley Extension Program; San Francisco, California

March 2020 – Sept 2020

Coding Bootcamp – In Progress

Smartsheet; San Francisco, California

Oct 2019 – Oct 2021

Certified User, Certificate of Achievement

General Assembly; San Francisco, California

May 2019 – Jul 2019

Visual Basic Certificate

EDUCATION

Webster University; Saint Louis, Missouri

Aug 2007 – Dec 2008

Master's Degree in Business Administration

University of Missouri; Columbia, Missouri

Aug 2003 – May 2006

Bachelor of Science in Business Administration, Emphasis: Finance and Banking