

Brent Chapman

Bend, Oregon
(541)408-3246

brent.r.chapman@gmail.com
Linkedin.com/in/bcbend

Program Manager

Multi-faceted program, product, and project manager and business system analyst with a proven record of delighting customers with service capabilities which exceed expectations. Demonstrated success interfacing with customers, facilitating focus groups, analyzing customer feedback, managing high-risk projects, and developing/implementing business process and application improvements.

Specialties

Strategic Planning • Business Intelligence • Data Analytics • Change Management
Cloud Computing • Project Management • Training • PaaS/SaaS Implementations • Performance Improvement
Salesforce Development and Administration • Oracle Platform Management • E-Commerce • Troubleshooting
Customer Focus Groups • Survey Development • Amazon Seller • Blogs

Computer Applications

Tableau • Verint (vovici) • HTML • Microsoft Office (Word, Excel, Access, PowerPoint, Outlook)

Experience

CISCO SYSTEMS – Remote Bend OR

Sept 1999 – Dec 2018

Program Manager Communications and Change Management Lead Renewals Program (2018)

- SOW development and management.
- Cross functional Change Strategy and communication planning.
- Evaluate project and process readiness.
- Sales and Field training development ownership.

Program Manager/Product Manager for Large Platform Migrations (2017 – 2018)

- Manage DB link analysis for boundary stakeholders.
- Organize cross-functional stakeholder impact and workflow analysis and migration planning.
- Provide budget analysis and planning.
- Acted as Scaled Agile Product Manager and Customer/Stakeholder Engagement Lead.
- Monitored Customer Data Protection standards at all migrations.

Product Manager for Cisco Professional Services Commerce (2015 – 2017)

- Served as Product and Solution Lead and Customer and Stakeholder Engagement Lead.
- Customer and Partner Commerce business design lead.
- UX Journey and Design.
- Defined Roadmap for EPIC features for Agile tracks.
- Prioritized workflow for Features and Sprints.

Program Management Support of Cisco Services Groups- Service Level Health Management (2008 – 2015)

- Acted as a liaison between IT and Services groups for validations and system upgrade support for back end services.
- Served as Acting ITIL IM/PM SME for business engagements and escalations.
- Salesforce Instance Customer Data Protection Analyst and SME.
- Accountable for availability results and metric tracking.
- Developed Salesforce application, maintained and administered for Systems Health Monitoring and capabilities knowledge-base.
- Served as Tableau SME and Dashboard Developer and UX Lead.
- Lead Process and UX SME for Cisco Services One Case Management application.

CISCO SYSTEMS – Santa Cruz CA Remote and Bend OR

Core IOS Architecture TAC Engineer (2001 –2008)

- Assisted customers in locating causes for Cisco IOS code failures for Cisco Routers and IOS switches.
- Led effort to standardize customer relationship management and improve client/customer communication.
- Participated in TAC Liaison effort, visiting multiple customer sites to collect feedback for continued improvement efforts and Customer/Engineer relationship improvement.
- Specialized in IOS DDTS/bug review and resolution. Conducted IOS certification testing.
- Provided IOS control and upgrade management.
- Supported ALL Cisco platforms that run Cisco IOS.

Service Accounts Manager (1999 –2002)

- Led internal support repair project for high profile service providers, acting as supply planner and logistics escalation.
- Provided customer and stakeholder analysis used to drive cross functional improvements, reduce loss, and increase efficiency.
- Application development for Cisco Returns program, Business Process Development SME and UX Lead.

Entrepreneurial Experience

MAY DESIGNS LLC –Bend, OR

2008 – Present

- Led product development from concept to sales. Led rapid prototyping, vendor sourcing, Lean manufacturing, web presence, commerce, market analysis, sales, packaging, and logistics.
- E-commerce strategy and implementation of marketing and delivery on multiple commerce platforms including Amazon
- Co-creator of a patented LAP support device: U.S. Patent Publication No. US-2016-0324311-A1, 2015.

Education

Studied Business Administration in Management and Operations, Cabrillo College, Aptos, CA

Professional Chocolatier, Chocolate Manufacturing, The University of British Columbia- Vocational Extension, Vancouver, BC

Union Sheet Metal workers Specialist & Journeyman Apprentice program, Specializing in industrial electronics, Castroville, CA

SMACNA Vocational, Certified Electronic Troubleshooting, Industrial Equipment, Sacramento, CA

Certifications

Data Storytelling for Business, 2018 – Present

Lean, License 3288734, 2015 – Present.

Proact Bronze, 2011 – Present.

Kepner-Tregoe Resolve (Problem Solving and Decision Making), 2004 – Present

Honors and Awards

Services ACE Virtual Leadership Program, 2012

GIT-COLLAB Award, 2012

Interests

Professional and recreational cycling, including racing event planning, organization, and promotion; course design (Surf City Cyclocross), event sponsorship agreements (Rocklobster Cycles); race support (Cascade Cycling Classic), public relations; and cycling safety education.

- LCI, Cycling Safety Certification, League of American Cyclists Education, 2004 – 2008
- Cycling and Racing Instruction Certification, USA Cycling, 2001 – 2007. Specialized in coaching endurance mountain bike racing.
- Team Director, Velo Bella Kona Pro Cycling, a women's elite racing team focused on USAC / UCI NRC events, 2004 –2006.
- Vice President, Santa Cruz County Cycling Club, 2001 – 2003.