

John Lagonigro

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OBJECTIVE

Obtain a position leading a global team to develop strategic innovative business solutions that achieve measurable results and lead to company growth and sustainability through increased organizational effectiveness.

EDUCATION

NORTH CAROLINA STATE UNIVERSITY

Master of Business Administration
Concentration: Services Management

ROCHESTER INSTITUTE OF TECHNOLOGY

Bachelor of Science
Major: Information Technology Minor: International Relations

COURSERA

9 Month Data Science Specialization

EXPERIENCE

CISCO SYSTEMS, INC Raleigh, NC

Director, People Analytics 10/2022 – Present

- Lead research team focused on finding truths at Cisco in support of our employees and leaders
- Assemble and analyze data to find stories and insights and then share with senior leaders for action

Senior Manager, Team Analytics and Research 10/2016 – 10/2022

- Lead Data Science and Analytics team to uncover how we create the best teams and leaders at Cisco
- Partner cross-functionally to bring new insight products to scale to help decision makers

Senior Manager, HR Talent Solutions 4/2010 – 10/2016

- Lead large global content development team to partner with business groups and deliver world-class training
- Expanded operations by building an India-based development team that increased capacity 3 months after onboarding
- Reduced development costs by 33% while maintaining 95% stakeholder approval and learner satisfaction scores

Program Manager, Worldwide Salesforce Development 10/2007 – 4/2010

- Defined multimedia infrastructure, process, and engagement models to create sustainable team operations
- Expanded training portfolio and approaches to exploit technology and industry advancements and meet new needs
- Delivered engaging training for Sales audience resulting in measurable increases in bookings and revenue

RESOLVIT Raleigh, NC

On-site Multimedia Contractor at Cisco Systems, Inc. 1/2007 – 10/2007

- Pioneered new multimedia approach for foundational Sales eLearning that became the standard at Cisco

WILD ENTITY (Defunct) Raleigh, NC

Web Developer 3/2006 – 1/2007

- Customized and integrated 3rd party eLearning courses with Learning Management Systems
- Updated proprietary Learning Management System for ease-of-use and reduced helpdesk time to resolution

SYNAPTIS (Defunct) Raleigh, NC

Senior Web Developer 11/2002 – 3/2006

- Managed multimedia team to develop Peoplesoft end-user training for Fortune 500 clients
- Created process and infrastructure innovations and efficiencies that led to a 15% reduction in development time

SKILLS

- People Leadership and Team Building
- Strategy, Planning, Prioritization, and Resource Management
- R and Office for Data Analysis, Data Management, and Data Storytelling
- Innovation, Automation, Process Creation, and Process Improvement