# PAUL ZIMMERMAN

## Technology Leader

831.227.5989 | paulz@baymoon.com | Linkedin.com/in/paulzim/

Experienced professional in leading technical specialists, content strategy, community engagement, and program management. Broad expertise includes leading developer relations teams, managing cross-functional programs, building scalable content and CRM systems, and creating vibrant communities.

## CORE STRENGTHS

Leadership ▪ Personnel Management ▪ Strategic Planning ▪ Data Analysis ▪ Content Creation ▪ Developer Tools & Automation Community Management & Moderation ▪ Performance Metrics ▪ Project/Program Management ▪ Collaboration ▪ Operations ▪ Generative, Predictive, and Agentic Artificial Intelligence (AI)

## CAREER PATH & KEY ACCOMPLISHMENTS

**CISCO SYSTEMS** ▪ 1998 - Present

**Developer Advocacy Senior Manager** ▪ July 2023 – Present

*Directed global developer advocate team representing products on the Cisco Developer portal.*

- Spearheaded the creation of Developer Sustainability Week, engaging 600+ virtual attendees and showcasing how programmability and automation can drive environmental impact
- Organized and facilitated monthly collaborative meetups with BayLISA community at Cisco's campus, amplifying community outreach and building stronger relationships with key developer audiences
- Presented at prominent live and virtual conferences, including Cisco Live and third-party conferences, driving thought leadership and expanding Cisco's influence in the developer community

**Developer Community Engagement Senior Manager** ▪ April 2022 – July 2023

*Led global software engineering team in providing community content, technical support, and forum moderation to external developers on the Cisco developer community forums.*

- Cultivated vibrant developer community by creating the DevOps Group Hub, attracting 60+ external participants and fostering active participation in building job role-specific content
- Boosted community engagement on the Developer Hub by 10% through daily, targeted content posts while strategically guiding the Developer Community team
- Initiated Cisco's post-COVID Meetup Pilot, hosting a successful in-person event that revitalized the developer community, laying the groundwork for future meetups and sustained engagement

**Developer Success Senior Manager** ▪ July 2015 – April 2022

*Supervised global developer support engineers, delivering technical support to external developers. Oversaw Cisco developer community forums. Won 2017 Cisco Pioneer Award with DevNet Sandbox project team. Presented at live and virtual conferences.*

- Saved tens of thousands of dollars per year and gained data control by implementing new support ticketing system, transitioning away from a third-party service
- Partnered with TAC Front-Line team to build developer learning support to successfully launch automation and programmability certifications for DevNet

**Developer Content Manager** ▪ May 2012 – July 2015

*Captained technical writers to create content for developer Software Development Kits (SDKs). Shifted team from waterfall development process to Agile methodology. Recognized with Cisco Chairman's Award in 2013.*

- Created and implemented wiki system for content creation for open-source OpenDaylight program
- Improved content delivery by implementing new content management systems in collaboration with IT, including a DITA-based XML system for embedded content and a Git-based toolchain for developer content

**Documentation Manager** ▪ July 2011 – May 2012

*Led technical writers and project managers to deliver customer-facing content. Launched successful IPv6 portal, consolidating information from across the company, driving long-term growth and understanding of the technology*

*ADDITIONAL PROFESSIONAL HISTORY:*

**CISCO** ▪ Program Manager; Technical Writer
**LUCENT TECHNOLOGIES** ▪ Documentation Manager
**OCTEL COMMUNICATIONS, TOUCH COMMUNICATIONS, COMTECH SERVICES** ▪ Technical Writer

## EDUCATION & CERTIFICATIONS

**Master of Business Administration** ▪ California State University, Monterey Bay, Seaside, CA
**Master's Certificate in Project Management** ▪ George Washington University, Washington, DC
**Bachelor of Arts in Political Science** ▪ University of California, Santa Barbara, Santa Barbara, CA
*CERTIFICATIONS: Project Management Professional (PMP) ▪ # 1225518*