Don Triolo
Program Manager

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DT

Dedicated and accomplished program manager with 20+ years of experience in delivering high-impact programs and projects that drive revenue growth and market expansion. Critical thinker and creative problem-solver, adept at optimizing sales and solutions delivery processes, employing cutting-edge technology to solve complex business challenges, and leveraging insights from data analysis to develop and implement repeatable business enabling solutions. Hands-on leader and excellent communicator who excels at managing cross-functional teams, building collaborative relationships with key stakeholders, and serving as a trusted advisor for senior management.

Program Management · Operational Intelligence · Project Management · Business Process Engineering · Business Intelligence Platforms · Data Warehousing · Data Analysis & Forecasting · Solution Selling · Complex Problem-Solving · Team Leadership · Business Development · Agile Methodologies (SCRUM) · Customer Service · Mobile Applications · Cloud Services · Contact Centers · Service-Oriented Architecture · Key Performance Indicator (KPI) Tracking · Staff Training & Development

Lowered support case activity by 23% over 6 months by leading the migration of client hosted platforms to an Azure cloud infrastructure and addressing complications with monitoring, diagnosing, and correcting technical issues.

Drove a 23% year-over-year (YoY) increase in bookings over 3 fiscal years at Cisco by establishing KPIs, identifying data sources, creating dashboards, and defining communication cadences of sales KPIs to provide more detailed forecasting.

Grew lead conversion from 15% to 56% and sales close plans from 11% to 73% over 2 business quarters at Cisco by analyzing information gaps, leading data cleanup, and developing sales procedures and training for field teams.

Led a $17M increase in incremental revenue within 1 year for a leading managed service provider and a key vendor for Cisco by building an IT partnership between both parties to create an integrated B2B platform for seamless commerce.

Professional Experience

PRINCIPAL & FOUNDER | Triolo Digital Services | May 2024 – Present

Principal & Founder of Project Management consulting firm helping organizations achieve faster project completion, increased productivity, and digital transformation through the use of AI tools and technology.

- ✓ Project Management best practices aligned with AI tools for planning, communication, risk management, and project tracking,
- ✓ Guiding clients through successful change management in a digital environment by applying proven transformational best practices

SERVICE SALES STRATEGY OPERATIONS & PLANNING MANAGER | Cisco | October 2019 – April 2024

Served as the sales strategy and operations lead for a $1.2B annual professional service sales team. Cultivated strategic partnerships, rolled out new capabilities, enabled sales programs, and drove issue resolution to increase YoY bookings. Defined metrics and data sources, generated dashboards, and established the communication cadence of sales KPIs for theater and regions using Salesforce.

- ✓ Decreased YoY service attrition from 36% to 19% by analyzing clients using the service, identifying key data points, including total revenue, tier, and service profile, and targeting the top customers with retention plans built around regular renewal cycles.
- ✓ Maximized sales performance and profitability by creating top account service profiles and penetration rates to support sales retention and expansion plans, as well as leading the successful transition to new sales tools for field sales and leadership teams.
- ✓ Enabled data-driven decision-making by building forecast, pipeline, and to-go attainment metrics to track multiple sales plan elements, optimizing analytical models for account and territory coverage, and implementing a quarterly account review process.

CISCO CAPITAL SALES OPERATIONS MANAGER | Cisco | March 2015 – September 2019

Developed and executed initiatives for capitalizing on sales financing opportunities, implementing operational process improvements, improving technical product delivery, and building strategic marketing relationships. Aligned operational processes and technical capabilities to support global sales programs. Defined metrics and built supporting global sales KPI reporting in Salesforce.

✓ Achieved 56% YoY growth amongst the company's top 50 clients by generating analytics reports, defining account review templates, creating a cadence of review sessions, and developing and integrating a new sales process for this strategic segment.

✓ Reduced the booking backlog by 74% over a fiscal quarter by introducing new reports, a joint review process, communication plans, and escalation procedures to identify and close the largest volume of blocked revenue and unpaid client bills.

SOLUTIONS MANAGER | Software Dimensions, Inc. | January 2014 – March 2015

Managed product development for multi-platform delivery of a construction CRM solution on web, mobile devices, and tablets. Communicated regularly with clients to define business goals and objectives, identify solutions, and resolve support challenges.

✓ Led a 13% reduction in customer support and maintenance time within 6 months by leading a large-scale transition from custom based implementations to a rapid configuration deployment methodology, including defining requirements, tasks, and timelines.

✓ Lowered support case activity by 23% over 6 months by leading the migration of client hosted platforms to an Azure cloud infrastructure and addressing complications with monitoring, diagnosing, and correcting technical issues.

SOLUTIONS SERVICE MANAGER | Cisco | January 2013 – January 2014

Oversaw service delivery and management of the Cisco Contact Center solution for 70 internal call centers. Drove platform capability enablement and managed end-to-end service introduction processes. Negotiated and approved client service level agreements (SLAs).

✓ Ensured security compliance of all platforms in 6 months by negotiating a standard window to deploy required security patches and updates, working with the support team to remotely establish business operations, and planning and executing updates.

✓ Leveraged superb communication and interpersonal skills to cultivate and maintain positive client relationships and assist customers with customization requests, issue escalation, and new service requirements.

IT PROGRAM MANAGER | Cisco | November 2006 – December 2012

Directed solution delivery for a new multi-million-dollar sales compensation and crediting platform. Led the integration of the global platform for a new sales dashboard solution using Web 2.0 technologies and techniques. Managed the global implementation of Salesforce as the enterprise-wide CRM platform and introduced new sales processes.

✓ Employed thorough technical expertise to assist in building a platform that processed 73% of manufacturing work orders, 43% of revenue, and 67% of service support between vendors and customers.

✓ Demonstrated excellent project management skills by leading numerous key projects, including implementing a global system to support 25K+ users and integrating 18 widgets into intranet community for diverse sales stakeholders.

Education

Bachelor of Arts (B.A.) in Political Science | Bucknell University

Certifications

Project Management Professional (PMP) Certification, Project Management Institute | **ITIL 4.0 Foundation Certification**, AXELOS | **Professional Technical Project Manager**, ServiceNow | **Generative AI Overview for Project Managers**, Project Management Institute| **Influencing Without Authority**, SkillPath | **Selling & Negotiating for Project Managers**, Global Knowledge| **Managing Projects in Organizations**, Project Management Institute| **Solution Selling**, Heimen-Miller | **Time & Project Management**, Franklin Covey

Awards & Honors

Capital PEAK Award, Cisco, 2019 | **GTMS-IT, Leadership in Action Award**, Cisco, 2012 | **GTMS-IT, Calm, Clarity, Communication Award**, Cisco, 2010 | **Global Sales Operations – Inaugural Cisco Golden Globe Winner**, Cisco, 2009 | **IT Champion**, Cisco, 2005

Technical Skills

Salesforce | ServiceNow | Customer Relationship Management (CRM) Solutions | RBDMS (Teradata, Oracle, SQL Server) |XML |Project Management Tools (MS Project, Smartsheet, JIRA, SHAREPOINT) | MS Office /MS 365