

YUHSI L. TAKAHASHI ITURRIAGA

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OBJECTIVE

Obtain a challenging managing position applying creative problem solving, critical thinking analysis and lean management, supervision and administrative skills with a leading company in its industry to achieve optimum utilization of its resources and maximize profits.

VALUE OFFER AND EXPERIENCE

I offer to build, lead and coordinate high performance teams to support the customers achieve their businesses goals. I lead by example, setting and achieving goals, considering the performance, wellness and career management of my team members. I prioritize supporting and encouraging my team members to better themselves continuously.

EDUCATION



Master of Business Administration (MBA); Graduated (GPA: 3.10)
FOCUSED ON TECHNOLOGY INNOVATION AND INNOVATION MANAGEMENT
NORTH CAROLINA STATE UNIVERSITY, NCSU

July 2017
GPA: 3.10
RALEIGH, NC./USA



Master of Science with Specialty in Electronic Engineering – Graduated (GPA: 3.92)
SPECIALTY IN ELECTRONIC ENGINEERING AND DATA NETWORKS
UNIVERSIDAD DE LAS AMÉRICAS PUEBLA, UDLAP

May 2002
GPA: 3.92
PUEBLA, PUE./MEXICO

Bachelor of Engineering in Electronic and Communications Engineering – Graduated (GPA: 3.20)
SPECIALTY IN ELECTRONIC AND COMMUNICATIONS ENGINEERING
UNIVERSIDAD DE LAS AMÉRICAS PUEBLA, UDLAP

Dec 1996
GPA: 3.20
PUEBLA, PUE./MEXICO

MANAGING EXPERIENCE



Success Programs Manager – US Public Sector

CISCO SYSTEMS

Oct '20 - Current
RESEARCH TRIANGLE PARK (RTP), NORTH CAROLINA, USA

- Execute Success Programs activities and manage Call to Action (CTA) tracking and resolution for customers
- Work with key partners to set the vision, strategy, routes-to-market and execution steps of the success programs to be executed across the target customers in the segment and/or region. (Customers <\$2M ARR)
- Coordinate events such as webinars, 1:1 session, partner summits
- Align and collaborate with business units and enablement teams to deliver adoption strategy and success review
- Responsible for continuous improvement of results, reporting of said results, crafting and delivering business plans

Customer Success Specialist

CISCO SYSTEMS

March '19 – Oct '20
RESEARCH TRIANGLE PARK (RTP), NORTH CAROLINA, USA

- Team Mentor for Enterprise Networks and Cisco DNA Center
- Managing a team of four people to spin up new initiatives driving team efforts in alignment with business goals
- Inspire customers to make tactical and strategic deployment decisions
- Collaborate with Account teams and Partners to improve customer adoption, address product concerns
- Delivery of the strategy and roadmap to sales specialists, delivery teams, and customers
- Drive adoption and expansion of Cisco products by highlighting feature opportunities and winning use cases

Network Consulting Engineer and Team Lead/Mentor

CISCO SYSTEMS

October '12 – March '19
RESEARCH TRIANGLE PARK (RTP), NORTH CAROLINA, USA

- Appointed Assistant Manager for the Routing and Switching - Enterprise team
- Planned FY'14 financial year operations for the team with a budget of \$350,000 USD
- Improved productivity and team's utilization from 8% to over 85%
- Committed to Team Members' Development in their Careers and Certifications
- Leading customers in various industries, such as Healthcare, Enterprise, and Public Sector



Assistant Manager Team Lead/Mentor

CISCO SYSTEMS

Jan '09 – October '12
MEXICO CITY, MEX/RESEARCH TRIANGLE PARK, NORTH CAROLINA, USA

- Appointed Assistant Manager for the Routing and Switching, and Service Provider LATAM
- Increased head count by 500% in three years, involving my team in new roles and responsibilities
- Lead the SAT/Telmex project as the leading network engineer with a budget of \$7 million USD
- Initiated the Megacable project as the leading network engineer with a budget of \$1 million USD
- Coordinated accounts, deliverables and engineers across the account in Latin America
- Managed the team in different industries such as Enterprise, Public Sector, and Service Provider

**COO, CISCO AND NETWORKING COURSES LECTURER, FIELD ENGINEER AND IT DIRECTOR***Consultoría y Educación en Redes y Telecomunicaciones, CERT***JAN '05 – DEC '08**
Puebla, Pue./México

- Chief Operating Officer, for Training infrastructure and implementation support for customers
- Managed Cisco Training Department, administrating human and material resources
- Strengthened and lead Instructors team and coordinated IT engineers
- Increased Productivity from 10% to 95% in 6 months

**OWNER, MANAGER AND TEAM LEAD***Kamikaze Bikes and Accessories***DEC '02 – OCT '08**
Puebla, Pue./México

- General Store Manager, Purchases, Services, Distribution, Accountability and Earnings Management
- Financial Planning; Year Sales and Purchases Planning
- Business Review and Providers Management

**CISCO NETWORKING ACADEMY MAIN CONTACT***Universidad De Las Américas Puebla, UDLAP***JAN '02 – DEC '08**
Puebla, Pue./México

- Managed the Cisco Networking Academy Program as Main Contact for Cisco Systems
- Coordinated the Cisco Networking Academy Program for Local and Regional Academies
- Responsible for the network & telecommunications laboratories including the Cisco Networking Academy Program
- Coordination of equipment purchases, training calendars, laboratories tasks assignments and supervision

SALES EXPERIENCE**COO, CISCO AND NETWORKING COURSES LECTURER, FIELD ENGINEER AND IT DIRECTOR***Consultoría y Educación en Redes y Telecomunicaciones, CERT***JAN '05 – DEC '08**
Puebla, Pue./México

- Completed sales for Cisco Systems training courses for over 1 million USD
- Reported Earnings of 500,000 USD a year on Labs Rentals

**OWNER, MANAGER AND TEAM LEAD***Kamikaze Bikes and Accessories***DEC '02 – OCT '08**
Puebla, Pue./México

- Consolidated sales for over 50,000 USD per year in the local and international markets
- International Sales Program Design, Launch and Supervision

**SALES & PRESALES ENGINEER/PROJECT LEADER STAFF***Consortio Red Uno/TELMEX***MAY '99 – MAY '00**
Puebla, Pue./México

- Achieved co-sales of over 1 million USD per year in southern and central Mexico
- Presented solutions to customer's high-level executives
- Designed and coordinated solutions' implementations for enterprise and public sector customers
- Identified critical factors for project success and forecast product revenue per technological area

**INSIDE SALES REPRESENTATIVE***Empresas Grupo Orion***MAY '97-OCT '98**
Puebla, Pue./México

- Sales of over 600,000 USD per year
- Developed distribution channels in Mexico in sales and technical requirements

TRAINING EXPERIENCE**CISCO AND NETWORKING COURSES LECTURER AND FIELD ENGINEER***Consultoría y Educación en Redes y Telecomunicaciones, CERT***JAN '05 – DEC '08**
Puebla, Pue./México

- Facilitated certified Cisco Systems, Computer Networks technologies and Structured Cabling technologies training in Latin America, United States, Middle East, and Europe

**COMPUTER SYSTEMS DEPARTMENT FULL TIME PROFESSOR AND CISCO ACADEMY INSTRUCTOR***Universidad De Las Américas Puebla, UDLAP***JAN '02 – DEC '07**
Puebla, Pue./México

- Lead Computer Networks courses as full time professor
- Delivered Computer Networks courses in Bachelor's and Masters degrees
- Facilitated computer networks laboratories and practice hands-on practices

**COMPUTER NETWORKS AND STRUCTURED CABLING LECTURER***CENTEC/Consortio Red Uno/TELMEX Mexico City/Mexico***OCT '98 – MAY '99**

- Conducted advanced networking technologies courses providing high quality training delivery
- Developed and delivered technical and sales presentations to customers

ADDITIONAL INFORMATION**LANGUAGES:** Spanish (Native), English (Fluent), Italian (Middle Level), German (Middle Level), Portuguese (Basic Level), Japanese (Basic Level)**CERTIFICATIONS AND SKILLS:**CSCO **10634732** and CCIE Written #**31184**

Instructor Certifications: Certified Cisco Systems Instructor (CCSI) and Cisco Certified Academy Instructor (CCAI)

Computer Networks Certifications: CCNA, CCNP, CCDA, CCDP, and Data Center CCNA

Structured Cabling – Pouyet, Enterasys Switching Specialist, and Spectrum Network Analysis and Management.

OpNet, Visio, Spectrum, Cisco Works, and Faculty Member of the Upsilon Pi Epsilon Society in the Computing and Information Disciplines. Trained in PMP.

HOBBIES: Cycling (mountain, and road), marathon runner, Harley-Davison rider, tennis, and swimming.