

# Dan Duisenberg

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Transforms Customer Success Organizations through Collaboration, Trust, and Strategic Growth

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## Experience

**Juniper Networks** (Sunnyvale, CA) 2012 - 2019

**Sr. Director, Customer Success, Strategy and Chief of Staff** 2018-2019

- Serve as head of strategy and Chief of Staff across 2700 Customer Service and Support (CSS) employees, leading the organization's 3-year transformation initiative to shift from a "break fix" customer engagement structure to a proactive Customer Success outcome-based model
- Spearhead the effort to implement Machine Learning and Artificial Intelligence to predict customer needs and empower support engineers with faster issue resolution
- Lead transformational change from initial concept to operational execution through definition and adherence to 6 foundational pillars
- Partner with finance business partner to manage, drive efficiencies, and evaluate the financial impact of strategic initiatives on \$1.5B P&L
- Manage the Support Readiness, Services Portfolio, Digital Solutions teams responsible for pricing, packaging, support preparedness, and automation; institute leadership and development initiatives to increase strategic engagement, revenue impact, and cross-functional influence

**Sr. Director, Cloud Service Provider Accounts** 2013-2018

- Led the formation and developed the strategy of a Cloud Service Provider services team; responsible for P&L management of over \$170M in annual service contracts supporting \$4 Billion in installed products; accounts included Salesforce, Dropbox, Uber, ServiceNow, Facebook, Twitter, Microsoft, Apple, IBM, Amazon, and Google
- Developed an exceptional team of 65 Service Managers, Resident Engineers, and leaders to establish and execute the operational framework for a growth-based engagement model with a culture of innovation, consistent delivery, autonomy, and ownership
- Established tight partnership with the VP of Cloud Provider Sales to ensure Cloud Provider service team was continuously contributing to customer success and account expansion
- Worked closely with executive leaders across all Juniper lines of business including Customer Service and Support (JTAC, Global Support Delivery, Advanced Services), Engineering (Development, Sustaining, Testing), Product Line Management, Manufacturing, Sales, Business Operations, Legal & Marketing
- Foster ongoing employee growth through development of written best practice procedures, facilitation of product and technology information sharing sessions and enrollment in formal classroom training

**Service Delivery Leader, Google Account**

2012-2013

- Led a team of 8 Service Managers and Resident Engineers to increase the service level and create account expansion opportunities across 3 Google business units
- Established solid internal and cross-functional processes to streamline communication and create a common sense of urgency, reducing severe case resolution timeframes by 3X within 4 months
- Partnered with Google Network Architects and the Delivery team to improve the certification process reducing production impacting issues impact from daily occurrence to zero
- Developed systems and instituted cross-functional processes for maintaining software roadmap including “bug scrubs,” release tracking and code certification

**Avaya** (Santa Clara, CA)

1997-2012

**Service Delivery Manager, Managed Operations Services**

2010 – 2012

- Served as single point of contact for all voice and data product needs of large Managed Services customers in healthcare, state government and retail industries
- Matrixed management of all customer facing teams including: Sales Account Team, Client Business Manager for upsell/cross sell, Post-sales Support for maintenance needs, Professional Services for installation/customization projects and Managed Services for monitoring and standard MACs

**Customer Service Account Manager**

2006 - 2010

- Provided a post sales interface for Nortel/Avaya business partners and customers to facilitate exchange of information between the user and organizations within Nortel/Avaya

**Principle Field Engineer – Advanced Technology Data Services, Nortel**

2005 - 2006

- Responsible for collaborating with Sales teams to convert high level designs to working network installations. Responsible for customer meetings, network design and documentation, new inventory tracking, and network implementation, support and troubleshooting

**Team Lead – Rapid Response Team, Regional Support Engineers, Nortel**

2001 - 2005

- Designed a web-based time reporting and scheduling database for tracking utilization of 75 home-based US Field Engineers, resulting in decreased administrative time of approximately 15% for Engineers and 80% for Managers
- Managed a team of 10 Field engineers. Responsibilities included daily escalation calls with TAC management, resource (engineer) allocation, and process improvement

**Technical Support Engineer, Bay Networks**

1997 - 2001

- Provided phone and on-site support to large enterprise customers such as Bear Stearns, Zurich Bank, Cargill, Costco and Rite Aid Distribution Center

**Education**

*Master of Science, Biomechanics, Exercise Science Department, University of California, Davis*  
*Bachelor of Science, Biomechanics, Exercise Science Department, University of California, Davis*  
*Computer Science and Engineering Studies, University of California, Santa Barbara*

**Recent Awards**

Leadership in Action, Juniper Networks; Sales Club Choice - CSS (x2), Juniper Networks; Executive (CEO) Recognition: Business Amp Award; Juniper Networks