

Adam Aziz

0425-292-872 | adamaziz1979@gmail.com | SYDNEY, NSW 2090

https://adamaziz1979.github.io/AdamAziz_DataProfessional/ |

<https://www.linkedin.com/in/adamaziz1979/>

SUMMARY

Data and analytics leader with 13+ years at Cisco, leading analytics transformation across enterprise insights, self-service AI analytics, AI-enabled decisioning and product releases, KPI trust and commercial decision support. Track record includes \$11M+ in investment decisions, millions in potential asset management savings through AI-based laptop performance analytics, \$4.3M in productivity savings, \$1M in avoided asset charges and 2.9x better vendor value. Strongest in bridging data, technology and business outcomes through trusted insights, technical understanding, executive storytelling and measurable commercial impact.

HONOURS & AWARDS

- 2x IT Leadership Program Host at Cisco Live (2024-25)
- ANZ Mentor of the Quarter (April, 2023)

EXPERIENCE

Data Solutions & Insights Leader / Product Owner, Cisco, June 2019-July 2026
Sydney, Australia

- Led a team of analysts, data scientists and engineers delivering enterprise insights, data products, decision-support models and AI-enhanced analytics across complex operational datasets.
- Owned a multi-year analytics roadmap across KPI measurements, self-service analytics, AI-enabled insights, data quality, governance, forecasting and commercial decisioning.
- Strengthened enterprise KPI trust by increasing consistency across **27 service KPIs from 62% to 100%**, reducing duplicate Power BI dashboards from **70+ to 46** and **cutting KPI escalations to zero**.
- Led development of an AI assistant for global IT support function producing AI case summarisation and Q&A, reducing case-spike analysis **from 4-days to near-instant insight** and improving proactive issue management.
- Led an AI-based laptop performance methodology using device observability to classify usage, identify underperforming devices, guide refresh actions, improve stock forecasting and support **millions in potential global asset management savings** and reduce over-provisioning risk.
- Scaled ThoughtSpot AI-driven self-service analytics adoption by **326%**, from **46 to 196 weekly active users**, and increased monthly query volume from **8.1K to 19.2K**, reducing data request

workload by **33%** and avoiding short-term dashboard development projects by **67%**.

- Built the commercial case for ThoughtSpot AI-product capacity uplift, showing the \$70K / 250M-row option delivered **2.9x better value** than the \$40K / 50M-row option, with **65% lower cost per million rows** and **5x the capacity for only 1.75x the cost**.
- Built the commercial case for adopting the M5 MacBook Air as Cisco's standard Mac offering, showing it met the needs of 87%+ of global Mac users while delivering **1.5x the performance** of M4 MacBook Pro, **2x the performance** of M3 generations, costing **23% less** than the new M5 14-inch MacBook Pro and less than half the cost of the M5 16-inch MacBook Pro.
- Built an evidence-based Finance proposal for higher-spec laptop model investment, using Python, anomaly detection, GenAI-assisted summaries and data storytelling to link rising CPU/RAM pressure to AI developer workloads and influence future AI-ready device budget planning.
- **Reduced AI token waste by 40%** by analysing token usage, refining prompts and reviewing GenAI use cases for efficiency and relevance.
- Modernised data foundations across Snowflake and DBT, strengthening transformation, lineage, catalogue, quality and release practices while **reducing data warehouse volume by 42%** and **removing 517.2M stagnant rows**, improving platform resiliency and reliability for **200+ customers**.
- Partnered with data engineering, governance, privacy and European Works Council stakeholders to improve Snowflake ingestion, DBT migration, data quality, lineage, reporting reliability and responsible employee data use.

Lead Analyst, Cisco, June 2017-June 2019

Sydney, Australia

- Built the foundations for a new data function, directing analytics effort toward high-value business problems, priority service areas and operational performance improvement.
- Developed business value cases for IT programs worth **\$11M+**, clarifying expected value, savings, delivery priorities and investment trade-offs for senior leaders.
- Reduced Blue Screens of Death and Cisco application crashes through root-cause analysis, saving up to **\$4.3M in productivity hours** across **34.4K employees**.
- Worked extensively with global Windows, Mac, Linux and mobile teams supporting approximately 150,000 laptop and mobile devices across OS and security compliance, upgrades, driver management, software asset management, device performance, hardware refresh cycles, stock forecasting and global supply and demand.
- Supported service desk operations by applying text analytics to quarterly support-case data across 200+ services, identifying demand peaks, recurring issues and areas requiring proactive intervention.
- Improved stakeholder satisfaction by streamlining analytics intake, reducing delivery delays and improving the speed and quality of decision-support outputs.
- Built an analyst community across IT, improving knowledge sharing, delivery consistency and capability uplift through quarterly show-and-share sessions.

Senior Business / Data Analyst, Cisco, July 2012-June 2017

Sydney, Australia

- Delivered enterprise BI, reporting and visualisation across IT services to support planning, investment decisions, operational improvement and executive reporting.
- Improved business value case accuracy by **80%** by strengthening data analysis, reporting logic and measurement of expected benefits for IT programs.
- Reduced manual reporting by **65%** through BI automation, improving reporting speed and freeing analysts to focus on higher-value analysis.
- Avoided **\$1M** in global asset management charges by using analytics to identify and resolve asset data and allocation issues.
- Developed global data visualisation standards, improving dashboard consistency, usability and stakeholder trust in reporting outputs.

Data & Reporting Analyst, Department of Innovation, Science & Research, September 2011-July 2012

Canberra, Australia

Analysed research data from 42 Australian universities to support accurate allocation of \$1.64B in Government research block grants, including data modelling, what-if analysis, ad hoc reporting and stakeholder recommendations.

Project Officer, Australian Competition and Consumer Commission, March 2009-February 2010
Brisbane, QLD

Produced monthly branch statistics and analysis reports, while reviewing and establishing reporting processes across the Product Safety Group. Improved transparency, coordination and resource allocation by consolidating information and eliminating duplicate reporting through gap and overlap analysis. Increased data extraction efficiency by resolving technical issues, consulting specialists and securing IT prioritisation.

Chief Corporate Trainer, Proctor and Gamble, April 2007-March 2009
Osaka, Japan

Designed and delivered Global Communication Skills learning and development programs across P&G Japan and South Korea. Managed the new-hire training program and supported employee capability development. Designed and conducted communication assessments used as part of employee promotion criteria.

English Instructor/Course Developer, Lado International College, February 2006-April 2007
Osaka, Japan

Delivered English-language instruction across all proficiency levels, assessed new students for appropriate class placement, and provided individual learning support. Designed and launched a successful specialist course using American television content and managed an advanced 20-week business English program, adapting lesson plans for mixed-ability classes, developing assignments and supporting students through one-to-one coaching. Also assisted newer instructors and contributed to a professional, engaging learning environment.

Assistant Trainer/Branch Manager, Nova Group Japan, August 2002-February 2006

Osaka, Japan

Promoted from English Language Instructor to Assistant Trainer to Branch Manager, delivering individual and group programs for adults and children, including exam preparation, business and travel English, and classes of up to 40 elementary students. Developed customised lessons and curricula, assessed student ability and progress, prepared counselling reports, supported prospective-client demonstrations and sales activities, and administered branch instructor training through observations, performance evaluations, coaching and monthly development meetings.

CERTIFICATIONS

- Building with Claude API - Anthropic, 2026
- Generative AI with Snowflake - Snowflake, 2025
- Agentic AI and AI Agents for Leaders - Vanderbilt University, 2025
- Enterprise Design Thinking Practitioner - IBM, 2025
- Certified SAFe® 6 Product Owner/Product Manager - Scaled Agile, 2024
- Python for Data Science and AI - IBM, 2021
- Data Science for Leaders - North Carolina State University, 2021

EDUCATION

Bachelor of Arts

Visual Arts, Australian National University, Canberra August 2001

SKILLS

Leadership & Strategy

- Data & analytics strategy
- People leadership
- Roadmap prioritisation
- Stakeholder engagement
- Executive storytelling

Insights & Decisioning

- Insights-led decisioning
- KPI frameworks
- Forecasting & trend analysis
- Predictive / prescriptive decisioning

Data Product & Enablement

- Data product ownership

- Agile backlog management
- Jira Cloud / Align
- Self-service analytics

AI, Governance & Platforms

- Prompt engineering
- Tokenisation
- AI-enhanced analytics
- AI assistants
- Data quality, privacy and governance
- Snowflake / DBT
- SQL / Python
- Power BI / ThoughtSpot / Tableau