MARGARET HOLLOWAY

Executive Level Transformation & Operations Leader

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BUDGETS TO $800M • HEALTHCARE INDUSTRY FOCUS • STRATEGIC GLOBAL OPTIMIZATION & SCALE • TEAMS TO 50 DIRECT

EXECUTIVE EXPERTISE

C-Suite Advisory & Influence *10+ yrs*
Enterprise Strategy *15+ yrs*
Transformation Leadership *20+ yrs*
Cross-Functional Collaboration *20+yrs*
Executive Stakeholder Influence *15+yrs*
Complex Problem-Solving *20+ yrs*
Organizational Growth & Scale
Team Building & Management
Finance & Capital Strategy

PEOPLE, PROCESSES, & TOOLS

Customer & Employee Experience
Technology Implementations
Program & People Management
Business Process Transformation
Capital & Capacity Planning
Business Systems Analysis
Data Analysis & Insights

EXECUTIVE VALUES

Compassion & Empathy
Integrity & Accountability
Curiosity & Perseverance

Influential and impactful executive with a 25+ year record of success in driving operational excellence, enabling global growth and scale, improving business performance, transforming customer and employee experiences, and more for major organizations. Uniquely broad experience and problem-solving expertise spanning IT, supply chain, quality, support operations, and more, blending curiosity with data to optimize people, processes, and tools.

Trusted C-level advisor and visionary who operates cross-functionally to define strategic vision and flawlessly execute for world-class companies (previously Intel, Cisco, ServiceNow). "Dot connector" who solves problems and runs operations in perfect balance/harmony, maximizing ROI, engagement, efficiency, satisfaction, and more. Builds high-performing teams and inspires staff to realize potential through active listening, empowering leadership, and amazing cultures.

✔ **Supported growth from <$2B to $7B+ by optimizing people, processes, and systems.**

✔ **Spearheaded $800M portfolio for software modernization and business expansion.**

✔ **Drove $2B+ annual benefits from initiatives across revenue, pricing, and cost savings.**

✔ **Enabled $729M+ additional revenue by improving end-of-life operations support.**

✔ **Boosted external CSAT to 4.5/5 by streamlining customer workflow and tool.**

CAREER HISTORY

HEALTHCARE FOCUS, 2023 – current
Intentional pivot into Healthcare

- **UCLA, School of Public Health, MASTERS IN HEALTHCARE ADMINISTRATION (MHA) -** (2024 – current), *4.0 GPA*
  - *Expected completion December 2026*
- **STANFORD VOLUNTEER** (2023 – current)
  - **Baby Cuddler in ICU** (2026 – current)
  - **Waitlist** for 2 years
- **CERTIFIED NURSE ASSISTANT (CNA)** (2023 – 2025)
  - **Intentional focus** to learn about healthcare from a frontline provider perspective
  - **Awards:** Leadership Award, Best in Theory Award, Best in Clinical Award

CORVEX, Remote, 2021 – 2026
*Start-up **AI company** with <20 employees optimizing semiconductor manufacturing productivity.*

- **STRATEGIC ADVISOR TO THE CEO (CONSULTING ENGAGEMENT)**

Reported to Chief Executive Officer | 2024 Target Revenue: $1.5M+ (5 Customers)

Recruited as CEO's one-on-one advisor and coach to market new AI product (disrupting metrology tools), make industry connections, develop business model and sales pitch, support product and HR strategy, and build the executive team.

- **Made key introduction that led to company landing its first logo** with target customer ($500K); revenue projected to exceed $1.5M in 2024; introduced CEO to top retired semiconductor sales executive and target customer leaders.
- **Advised CEO on operations, processes, and production start-up,** applying semiconductor/SaaS knowledge.

SERVICENOW, Santa Clara, CA/Remote, 2017 – 2022
$9B cloud software company with 22K+ employees. Fortune's 100 Best Companies to Work for 2023, 2022, 2021.

- **DIRECTOR, CUSTOMER SUPPORT COMMUNICATIONS (OPERATIONS TEAM)** (2017 – 2022)

Reported to VP, Customer Support Operations | Global Team: 6–12 Direct, 50 Total Globally | Budget: <$25M

Hired to lead, transform, and modernize the global customer support experience for a rapidly growing SaaS business delivering 1M+ notifications annually. Won executive sponsorship for total customer support experience transformation globally, operating with a limited budget to influence strategic direction, key hires, corporate values, and more.

ServiceNow continued...

- **Enabled growth from <$2B to $7B+ revenue** and from <5K to 20K+ staff in 5 years by optimizing people, processes, and systems; defined strategic vision and operational foundation for scalable, sustainable global expansion, improving first-line maintenance support levels as ticket volume exploded without adding to headcount.
- **Boosted external CSAT to 4.5/5** (90%+ customer effectiveness and 40% improvement in maintenance communications) by implementing streamlined service workflows and tools that transformed the customer experience. Aligned cross-functional teams and led design thinking workshops to develop a product prototype optimized for scale and efficiency.
- **Boosted internal customer satisfaction 20% to perfect 5/5** in 2 years after transforming to a centralized employee workflow tool; won Technology Award for deployment that saved 8K+ labor hours through support task automation.
- **Improved employee engagement from 74% to 86%** in the first year through team building, feedback surveys, defined career paths (35% of staff on new role vision), and restructuring from project-based to services-based organization.

CO-LEAD, PEOPLE WITH DISABILITIES – VOLUNTEER TIME (2021 – 2022)

Reported to Executive Sponsor/CIO | Team: 2–8 Direct

Transformed and grew company-wide employee belonging group to 8 leaders; defined strategy and added neurodiversity focus.

CISCO SYSTEMS, San Jose, CA, 2007 – 2017

Fortune 500 digital communications technology leader with $57B revenue and 84.9K employees.

DIRECTOR, CISCO TRANSFORMATION PORTFOLIO (2014 – 2017)

Reported to SVP, Operations | Team: 15 Direct | Portfolio: $800M

Promoted to spearhead strategy for $800M enterprise-wide *Cisco Transformation Portfolio,* driving SaaS and cloud modernization and global expansion; overseeing a strategic decision-making committee with the COO and 15 globally distributed SVPs; and establishing a solid structure for software and service delivery, market entry, projects, analytics, and more.

- **Drove $2B+ in total benefits annually** across Cisco-wide business cases focused on revenue, pricing, and cost savings.
- **Ensured accountability to $800M in tech projects** by implementing approvals, executive decision committees, and more.
- **Enabled $6B revenue growth** in 2 years by overseeing scale of the end-to-end SaaS sales cycle from lead to renewal.
- **Supported $1B+ additional revenue** by enabling expansion of Cisco APJ in the Russian and Chinese markets.

SENIOR MANAGER, ENGINEERING OPERATIONS (2010 – 2014)

Reported to Senior Director, Engineering Operations | Team: 10 Direct

Oversaw operational support delivery to 200 global sites (30K employees) in Chief of Staff role spanning developer HR, finance, and product ops; managed DR/business resiliency for 37 global business units, asset protection, and end-of-life management.

- **Enabled $729M+ additional revenue** and 4.9/5 customer satisfaction by increasing end-of-life operations support 26%.
- **Saved $693K/year** through optimization of "run-the-business" operations for 2 programs over 4 months.
- **Optimized site planning globally** (operating spend, headcount, power, lab capacities) with integrated analysis model.
- **Protected IP** by instilling vigilant culture across global engineering team and kicking off ISO 270001-aligned initiative.

SENIOR PROGRAM MANAGER, IT CHIEF OF STAFF OFFICE FOR CIO (2007 – 2010)

Reported to Senior Director

Headhunted from Intel to lead cross-functional implementation of IT metrics program for CIO, including balanced scorecard.

- **Improved IT KPIs from 57% to 72% "green"** in 12 months by creating, deploying, and managing quarterly IT scorecard.
- **Accelerated IT innovation** by supporting delivery of influential workshops, webinars, wiki pages, and success stories.

INTEL CORPORATION, Santa Clara, CA, 1997 – 2007

The world's largest semiconductor manufacturer, with 124K+ employees and $54B+ annual sales.

INDUSTRIAL ENGINEERING & SYSTEMS ANALYSIS MANAGER, SUPPLY CHAIN (2005 – 2007)

Reported to Director | Team: 10 Direct

Recruited to manage start-up industrial engineering group analyzing and implementing business process simplifications to improve planning cycle times, quality, and productivity during phase of rapid global growth (500% over full tenure).

- **Saved 1K+ hours** through projects that improved planning and productivity following first-ever business process analysis.
- **Cut inventory by 265K units in 7 weeks** by leading engineering teams through a replenishment system pilot program.
- **Optimized cash flow** by providing key insights on additional 1.4 weeks of inventory and $2.28M product holding cost through statistical analysis in the planning process for a given product.

SYSTEMS ENGINEERING GROUP LEADER, FSM CAPACITY & CAPITAL SYSTEMS DEVELOPMENT (2001 – 2005)

Reported to Senior Manager | Team: 12 Direct

Promoted to scale capacity and capital systems group, leading 12 days/analysts providing web-based applications internally.

- **Saved $1B in program/system development costs** through capacity and capital planning; won Intel Achievement Award.
- **Improved ROI performance from 2X to 15X** and accuracy 10% on $20M+ capital equipment spends with new capacity tool.
- **Reduced support by 98% and saved 225 labor hours/quarter** by leading advanced application development initiatives.

SR. SYSTEMS ENGINEERING ANALYST, FSM CAPACITY & CAPITAL SYSTEMS (1999 – 2001)

Reported to Manager

Appointed to build and implement an automated system and integrated model for factory capacity and capital system planning.

- **Optimized factory space through analysis** and won Divisional Award for integrated capacity and capital solution rollout.

SENIOR INDUSTRIAL ENGINEER (1997 – 1999)

Reported to Manager (now COO of Intel)

Recruited to support growth and scale of Intel factories globally by managing intensive capacity and capital system planning.

- **Saved up to $7.75M** by implementing a new back-to-back separation process; received a Divisional Award.
- **Co-authored 1999 IMEC Poster** *"Capital Sharing of Flash & Logic Technology to Drive Down Factory Wafer Costs."*

EARLY CAREER

QUALITY SYSTEMS & ENGINEERING MANAGER, INDUSTRIAL ENGINEER | Banta Information Systems (Eden Prairie, MN)

PROCESS ENGINEER, MANUFACTURING TECHNICAL SUPERVISOR (50 DIRECT REPORTS) | Xicor, Inc. (Milpitas, CA)

EDUCATION & TRAINING

MASTERS OF HEALTHCARE ADMINISTRATION | UCLA, School of Public Health

MASTERS OF MANUFACTURING SYSTEMS & ENGINEERING | St. Thomas University
Coursework completed at Stanford University

BACHELOR OF SCIENCE, INDUSTRIAL ENGINEERING | University of Wisconsin-Madison

CERTIFIED NURSE ASSISTANT (2023) | Golden Heart School of Nursing

SPEAKING COACHING (2022) | EXECUTIVE COACHING (2017) | CISCO DIRECTOR TRAINING PROGRAM (2016)

AWARDS & RECOGNITION

AI CERTIFICATION (2025)

SERVICENOW TECHNOLOGY AWARD 2020 (Highest Award in Engineering Organization)

INTEL ACHIEVEMENT AWARD (Highest Award at Intel)

IMEC INTEL PAPER, IMEC INTEL POSTERS (2 Separate Years/Topics)

DIVISIONAL RECOGNITION AWARDS for Optimization Model & Back-to-Back Separation Project (Intel)

BOARD WORK & VOLUNTEERING

Stanford Health | Former Board Member – Almaden/Blossom Valley NCL | National Charity League Philanthropies | Habitat for Humanity | Sunday School Teacher | Girl Scouts | Sacred Heart Community | Project Cornerstone | Math Olympics | Music & Technology Foundation | Multicultural Fair | Art Vista | Computer Teacher's Aide | Society of Women Engineers