Christopher Harrison

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Summary

Results-driven Senior Program Manager with 20+ years of experience leading Customer Experience and Strategic Planning initiatives for global technology leaders. Expert at driving Go-to-Market Strategy and fostering Customer Advocacy within complex B2B SaaS ecosystems to accelerate retention and pipeline growth. Proven track record of managing high-stakes Mergers & Acquisitions and cross-functional transformations that align technical capabilities with long-term business outcomes.

Work Experience

Project Manager | Mergers & Acquisitions – North America *November 2025 – Present*
EXPERIAN, RALEIGH, NC

- Serve as the primary bridge between the M&A Integration team and acquired business units, fostering trust and advancing Customer Advocacy for both Experian and the newly integrated teams.
- Prepare executive-level updates and risk assessments for senior leadership, ensuring Stakeholder Management is maintained through concise progress tracking and strategic insights.
- Leverage project plans to sequence critical dependencies and drive Cross-functional Collaboration across accelerated integration timelines to maintain operational momentum.
- Align Change Management frameworks with corporate objectives to ensure seamless workforce transitions and minimize operational friction during complex divestiture phases.

Senior Program Manager | Workforce Strategy, Skills Transformation Manager *June 2020 – November 2024*
CISCO, RESEARCH TRIANGLE PARK, NC

- Led the design and execution of an award-winning (2024 Innovation Award) skills-based platform that utilized Data Analytics to match Customer Experience employees to optimal roles.
- Developed and implemented comprehensive career paths and upskilling frameworks for the global organization, directly impacting Customer Retention and long-term workforce scalability.
- Created Data Analytics tools and Salesforce-integrated dashboards to track workforce metrics, internal mobility, and the business impact of talent transformation programs.
- Partnered with HR and Learning & Development to launch training programs, driving 8,000+ employee engagements and reinforcing a culture of continuous Customer Success.

Senior Program Manager | Acquisitions & Divestitures | Customer Experience *January 2010 – June 2020*
CISCO, RESEARCH TRIANGLE PARK, NC

- Spearheaded services enablement for 17 acquired companies totaling $10B+ in value, ensuring successful integration into the Cisco B2B SaaS and enterprise-scale service ecosystem.
- Scaled post-acquisition service delivery models to align with Cisco's Customer Experience (CX) framework, optimizing the global Go-to-Market Strategy for newly integrated products.
- Designed and executed readiness assessment programs to evaluate service capabilities and manage Vendor Management risks across integrated global teams.
- Developed transformation playbooks embedding CX methodologies and Strategic Planning to drive consistent service excellence and Customer Advocacy across the portfolio.

Customer Experience Manager | Business Critical Services *December 2006 – January 2010*
CISCO, RESEARCH TRIANGLE PARK, NC

- Managed a team of 15+ Support Engineers delivering premium support to Cisco's top 100 enterprise customers, directly improving B2B SaaS service level compliance.
- Hired, coached, and mentored team members to enhance project execution, technical proficiency, and high-level Stakeholder Management.
- Established and analyzed KPI Tracking mechanisms for customer accounts to identify trends and optimize service delivery for improved Customer Retention.
- Implemented customer recovery programs by collaborating with product development to address root causes, amplifying the voice of the customer in the Go-to-Market Strategy.
- Delivered high-impact presentations to enterprise stakeholders, resulting in expanded service adoption and superior Customer Success outcomes.

Additional Skills

Strategic Leadership & Program Management: Program Management, Project Management, Strategic Planning, Go-to-Market Strategy, Stakeholder Management, Cross-functional Collaboration, Change Management, Vendor Management

Customer Experience & Advocacy: Customer Advocacy, Customer Success, Customer Experience, Customer Retention, B2B SaaS, Incident Management, Enterprise Escalations

Data & Technical Platforms: Data Analytics, Salesforce, KPI Tracking, Trend Analysis, Workforce Strategy, Technical Proficiency

Awards

- 2024 Business Intelligence Group – Innovation Award for skills-based platform development