



Randy Pond
Executive Vice President
Operations, Processes, and Systems

As Executive Vice President of Operations, Processes, and Systems at Cisco, Randy Pond oversees the functions of Corporate Affairs, Corporate Quality, Customer Service & Support Operations, Human Resources, Information Technology, Legal Services, Worldwide Manufacturing, and the Commerce Business Transformation Office. He also chairs the Business Process Operations Council and Business Oversight Board, two strategic executive councils within Cisco. To help fuel growth, drive innovation, and increase Cisco's productivity, Pond is currently leading a comprehensive business transformation across Cisco by re-engineering business processes, re-architecting IT systems, and redefining the role of Cisco leadership.

After joining Cisco in September 1993 as Director of Manufacturing Operations through the acquisition of Crescendo Communications, Pond held various positions within the Worldwide Manufacturing group. In 1995, he was promoted to Vice President of Manufacturing with responsibility for all aspects of manufacturing operations, including new product introduction, planning, procurement, production operations, and distribution and logistics. By 2000, Pond had become Senior Vice President of West Coast and Asia operations, and over the next three years assumed responsibility for all of Worldwide Manufacturing Operations, including product fulfillment and logistics.

Pond's key accomplishments at Cisco include the establishment of consistent business processes and operational metrics across the company, double-digit productivity growth, redefinition of the manufacturing model, operationalization of Cisco's new business models, and redesign of the employee value proposition.

Prior to joining Cisco, Pond was Vice President of Finance, Chief Financial Officer, and Vice President of Operations at Crescendo Communications. He has also held various finance and operations positions at Versatec, David Systems, Xerox Corporation, Schlumberger, and Arthur Andersen.

Pond presides over the board of the Children's Discovery Museum of San Jose as president, and serves as a board member for the Islamic Networks Group and the American Leadership Forum Silicon Valley. He has a bachelor's degree in accounting and economics from Ball State University in Indiana.