

# JEREMY GIBSON

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## SUMMARY

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Senior Programme and Delivery Operations professional specialising enterprise-scale delivery, operational governance, professional services transformation, and customer-facing engagements across global organisations. Architected the delivery methodology adopted across ServiceNow's worldwide professional services organisation, establishing governance frameworks, operational cadences, and performance management processes that improved consistency and delivery excellence at scale.

Trusted by VP-level stakeholders to translate operational data into actionable insights that drive strategic decisions around delivery quality, resource planning, and organisational performance. Recognised for building the systems, processes, and operational frameworks that enable teams to deliver consistently, efficiently, and at scale.

## CORE STRENGTHS

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Programme Leadership · Delivery Operations · Professional Service Operations · Operational Governance · Cross-Functional Leadership · Delivery Excellence · Process Improvement · Stakeholder Management · Performance Management & KPIs · Executive Reporting · Product Ownership · Service Delivery · AI-Powered Analytics · Data-Driven Decision Making · Organisational Change & Adoption

## EXPERIENCE

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### **Programme & Product Manager, Global Delivery Operations** | ServiceNow 07/2017 – 04/2026

- Designed and operationalised ServiceNow's global professional services delivery methodology, establishing governance frameworks, operational cadences, performance management, and delivery standards worldwide.
- Led delivery operations, governance, and cross-functional transformation initiatives across ServiceNow's global professional services organisation, improving delivery consistency, operational visibility, and business performance.
- Partnered with stakeholders across Sales, Finance, Customer Success, Delivery Services, and Product Business Units to identify systemic delivery challenges, align priorities, and implement operational improvements that enhanced service quality and customer outcomes.
- Delivered executive-level reporting, strategic analysis, and performance recommendations to VP-level leadership, enabling informed decisions regarding resource planning, delivery health, utilisation, and operational priorities.
- Managed the global rollout of two Professional Services Automation (PSA) platforms, driving process standardisation, operational efficiency, and data consistency across the organisation.
- Owned Tier 1 & 2 Incident Management and Product Management for a global multi-tenant ServiceNow instance supporting 20,000+ users across 1,100+ customers.

### **Business Systems Developer & Voice Actor** (Part-Time) | Self-Employed 06/2022 – Present

- Launched a digital product and E-learning business providing business systems, templates, and workflow tools for creative professionals.
- Developing products, marketing assets, courses, and AI-assisted workflows while continuing professional voice over work for commercial and corporate clients.

### **Senior Engagement Manager** | ServiceNow 12/2013 – 06/2017

- Led multiple global customer engagements from kick-off through go-live, delivering \$3.2M in professional services revenue while maintaining an outstanding customer satisfaction rating.
- Managed cross-functional delivery teams, project plans, resource allocation, budgets, and client communications to ensure projects met scope, schedule, and quality targets.
- Applied technical and business expertise to align solutions with customer vision and drive successful adoption.

## **Solution Architect** | IBM

02/2008 – 11/2013

- Created and promoted packaged configurations applied to IBM Control Desk to accelerate product implementation, reducing time-to-value from three days to three hours.
- Delivered advisory services providing best-practice guidance on architecture and configuration of IBM Control Desk.
- Presented delivery best practices at industry and IBM conferences, including hands-on labs for partners and customers.

## **Director of Technology Services** | Software Success Partners

2005 – 2008

- Evaluated and implemented supporting hardware & software solutions.
- Owned positioning and delivery of services for clients with consistent customer satisfaction outcomes.

## **Earlier Career**

- IBM and US Air Force technology and programme delivery roles.

## **EDUCATION**

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### **Bachelor of Science — Business Management and Leadership**

Capella University | Graduated Summa Cum Laude

2006

### **Associate of Science — Computer Science**

Community College of the Air Force

1997

## **CERTIFICATIONS**

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PRINCE2 MSP — Axelos

2019

PRINCE2 Practitioner — Axelos

2018

Certified Scrum Master — Scrum Alliance

2016

Certified ServiceNow System Administrator — ServiceNow

2014

Certified IBM Control Desk Solution Advisor — IBM

2012

ITIL v3 Certification — Axelos

2008

Certified Software Asset Manager — IAITAM

2007

## **PUBLICATIONS**

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The Software Deployment Mystery — Solved! A Customer Guide

ISBN: 0-7384-9128-4