

Joyce Wren, PMP, ITIL, AI Strategist

Global Technical Enablement Leader | AI Adoption & Workforce Transformation

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Executive summary

Director-Level Enablement & AI Adoption Leader specializing in workforce readiness, technical capability development, and enterprise technology adoption. Proven ability to design and scale global enablement programs that accelerate product adoption, strengthen Customer Success performance, and drive measurable business outcomes.

Currently lead global technical enablement initiatives at Splunk (a Cisco company), supporting hundreds of Customer Success engineers through structured learning frameworks, certification programs, and AI-assisted enablement strategies. Known for translating complex technology into operational capability and building systems that improve performance at scale.

Leadership profile

- **AI Adoption Strategist** ensuring AI-driven technologies deliver full organizational value
- Leader in **AI-driven workforce readiness**, enterprise enablement, and transformation programs
- Expert in organizing complexity and driving execution clarity **for AI program implementation and enablement**
- Holistic program leader with complete lifecycle oversight across global initiatives
- Trusted mentor committed to **AI literacy**, capability development, and structured upskilling
- Strong integrator of people, processes, technology, and **AI-powered insights** to maximize impact

Core capabilities

AI enablement strategy • Workforce transformation • Technical enablement • Program leadership • Prompt engineering • GenAI adoption • Customer success enablement • Learning architecture • Global program governance • Stakeholder management

PROFESSIONAL EXPERIENCE

Splunk (a Cisco Company)

Global Technical Enablement Manager

2016 – Present | Remote, United States

- **Lead global technical enablement strategy integrating AI solutions** to strengthen Customer Success readiness and significantly improve enterprise adoption effectiveness.
- Design and deploy **AI-enhanced learning frameworks**, role-based enablement paths, and scalable onboarding programs supporting Splunk and Cisco platform evolution.
- Increased Customer Success certifications and accreditations by **70%**, improving confidence, capability, and customer-facing performance.
- Standardize content, governance frameworks, and operational models to drive global consistency, maturity, and adoption.
- Orchestrate cross-functional initiatives elevating technical expertise and operational excellence across worldwide teams.
- Manage vendor enablement partnerships, ensuring AI-aligned quality standards, delivery consistency, and strategic value.

AI-Driven Achievements

- **Pioneered the co-development of AI prompts** for CSEs and TSEs, enhancing efficiency and personalization in **Health Checks, EFS reviews, and Value Statements**.
- **Designed and implemented AI-powered customized learning path prompts**, using training history, certifications, and badges to recommend next steps and accelerate professional development.
- **Leveraged AI to create tailored education plans** for TSEs based on health-check and support-report data, significantly reducing planning time and improving customer engagement preparation.
- Applied AI insights to refine onboarding, role-based journey mapping, and continuous enablement strategies across Customer Success and Technical Success teams.

Key Measurable Contributions

- Designed and implemented **Splunk Badges and Accreditations** for 349+ Customer Experience Associates in various roles. This quarterly design and deployment structured training strategy that facilitated learning progress to attain MBOs.
- Achieved **99% completion rate** for the launch of the Customer Success Specialists Splunk Observability Badge.
- Facilitated four Technical Success Engineer badges with **84.4% completion rate**.
- Designed and deployed the Delivery of **10+ Fast Start sessions** accelerating onboarding for Splunk Power User, Splunk Administrator, and Splunk Architect roles.
- Co-developed and centralized digital enablement resources (SharePoint, Learning Management System curricula & training frameworks) improving accessibility and standardization.

Senior Project Manager – Consulting Engagements

Government Agencies, Disney World, Bank of America, U.S. Department of State
2004 – 2016

- Directed multi-million-dollar network and telecommunications deployment programs across government and enterprise environments.
- Oversaw complex initiatives covering **WAN/MPLS, VoIP, LAN, wireless, and data center infrastructure**.

- Managed risk governance, vendor coordination, engineering alignment, and executive communications for mission-critical programs.
- Developed and implemented SLAs, OLAs, onboarding structures, and operational support models improving delivery quality and service outcomes.
- Delivered performance and risk reports covering budget utilization, resourcing, and execution health.

Additional Industry Experience

Held progressive engineering, telecommunications, and program leadership roles supporting enterprise and government environments. Delivered large-scale network infrastructure and telecommunications initiatives spanning WAN/MPLS, VoIP, data center infrastructure, and enterprise IT operations.

Organizations included **AVAYA, Apex Systems, Tetra Tech FC International, Shen Milsom & Wilke, and ThruPoint**, supporting deployments for commercial enterprises and federal agencies.

Technical expertise

AI strategy and workforce enablement | GenAI integration | Prompt engineering | AI-driven analytics for enablement & adoption metrics | AI-enabled learning systems (LMS) | Telecommunications infrastructure | Voice & data network engineering | WAN/MPLS | VoIP | LAN | Wireless | Data center architecture & operations | Software development lifecycle (SDLC) | Enterprise IT operations

Certifications & accreditations

- Artificial Intelligence (AI) Strategy - Cornell
- Certified Technical Training Manager - CEdMA
- Project Management Professional (PMP) – PMI
- ITIL Certified
- Customer Success Manager I & II – Splunk
- Data Landscape for Gen AI for Project Managers – PMI
- Gen AI Green Belt – Cisco
- Data Science Green Belt – Cisco

Education

University of Phoenix – Computer Information Systems

ITT Technical Institute – Associate of Arts and Sciences, Electrical & Electronics Engineering

Professional philosophy

Driven by the belief that **AI-driven technology delivers transformative value only when fully adopted**, I am dedicated to empowering teams, strengthening **AI-enabled learning ecosystems**, and ensuring organizations achieve measurable outcomes through structured execution and disciplined governance. Known for transforming complexity into clarity, anticipating upstream and downstream program impacts, and sustaining performance through **AI-adoption-driven excellence**.