Jessica Quiroga

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Engineering Manager

Product and Engineering leader with proven track record of elevating security capabilities through data-driven and empathetic, customer-focused planning. Expert in fostering cross-functional collaboration and delivering strategic insights that drive innovative programs. History of securing resources, mentoring teams to achieve career growth, and cultivating and inclusive culture with outstanding engagement and approval ratings.

CORE EXPERTISE

Engineering Leadership & Strategy – Mentorship & Career Development – Product Strategy & Roadmapping – Organizational Change & Culture Building – Cross-functional Collaboration – Program & Project Management – Application Security – Product Assurance – Vulnerability Management – Customer Support – Process Improvement – DEI Initiatives – PMC – AWS

PROFESSIONAL EXPERIENCE

CISCO   **November 2022 – July 2025**

Head of Engineering and Product for Product Assurance

- ✓ Led Security Engineering team of ~10, building automation to scale security capabilities across product assurance teams, significantly increasing organizational reach and operational efficiency.
- ✓ Created and implemented customer-focused personas to guide internal security planning, aligning initiatives with user needs and driving more empathetic, relevant security outcomes.
- ✓ Served on Duo's Product Efficacy Council, delivering strategic security input to influence product direction amid evolving industry and customer requirements.
- ✓ Fostered cross-team collaboration with security-focused business groups (e.g., Duo, Talos), providing critical Product and Customer derived insights that led to launch of data-driven threat hunting program.
- ✓ Secured resourcing for CRXcavator service by presenting data-backed business cases and customer interviews; developed actionable roadmap and led execution within engineering team.
- ✓ Mentored three team members, offering strategic career coaching resulting in two promotions and one successful internal transfer.
- ✓ Cultivated high-trust, inclusive team culture, reflected in consistent quarter-over-quarter improvements in Engagement Pulse scores and 97% approval rating from direct reports.
- ✓ Led merger of Cisco SF PRIDE and QFAM Employee Resource Organizations, building sustainable leadership pipeline and ensuring cohesive, inclusive experience post-integration.
- ✓ Completed Product Management Core (PMC) Levels I & II certifications, enhancing product-minded leadership and development skills.

DUO SECURITY   **April 2018 – November 2022**

Application Engineer   *January 2021 – November 2022*

- ✓ Managed product partnership between Applications Team and AWS, ensuring quick resolution of security vulnerabilities to maintain product availability on AWS Marketplace.
- ✓ Developed product roadmap planning and strategy, helping prioritize development initiatives aligned with customer needs and business objectives.
- ✓ Designed and implemented improved customer escalation process, reducing response times and minimizing engineering team disruption.
- ✓ Served as interim Engineering Manager, maintaining operational continuity, supporting team performance, and ensuring successful delivery timelines.

- ✓ Contributed data-driven insights to share product direction in collaboration with product managers.
- ✓ Founded and scaled Duo Allies Employee Resource Organization and Cisco Bay Area PRIDE chapter from inception to over 150 active members, fostering inclusion and community engagement across the company.

Customer Success Engineer   *January 2020 – January 2021*

- ✓ Managed portfolio of customer accounts as trusted technical advisor, guiding security implementation and consistently maintaining account health scores above 90% through proactive engagement and strategic advocacy with Product team.
- ✓ Served as founding member of Duo Customer Success DEI Committee; led efforts to implement competency-based hiring practices, contributing to more equitable and effective hiring process.

Technical Support Engineer   *April 2018 – January 2020*

- ✓ Delivered high-quality, front-line technical support, consistently leading department in case resolution volume and customer satisfaction scores.
- ✓ Designed and launched comprehensive training program for new Technical Support Engineers, reducing onboarding time by 50% and accelerating team productivity.
- ✓ Acted as business liaison between customers and engineering teams, translating technical feedback into actionable feature requests and strengthening cross-functional partnerships.
- ✓ Led several internal hackathons, driving innovation and promoting culture of experimentation and continuous improvement.

COMMUNITY LEADERSHIP

ALIGN SEC   **May 2025 – Present**
Finance Director

- ✓ Lead organization's transition from LLC to 501(c)(3) nonprofit status, building and executing strategic and operational roadmap for conversion. Oversee all financial functions, including budgeting, reporting, and long-term planning to support organization sustainability.

COMMUNITY MUSIC CENTER   **December 2023 – Present**
Director/Head of Program Committee

- ✓ Guide strategic and financial decision-making to ensure organization's ability to deliver accessible, high-quality music education and performances. Provide program oversight and direction in alignment with community needs.

SAN FRANCISCO PRIDE BAND   **January 2022 – July 2023**
Vice President   *January 2023 – July 2023*

- ✓ Oversaw Production, Marketing, and Artistic Director functions, stepping in to resolve operational gaps and ensure continuity across teams.

Director of Production   *January 2022 – January 2023*

- ✓ Produced Symphonic Band concerts, managing end-to-end logistics including venue booking, vendor coordination, and performer scheduling. Played key role in band's post-COVID resurgence, successfully delivering high-profile productions including 2022 and 2023 Spotlight concerts and 2022 Dance-Along Nutcracker.