



## The Spring 2025 Adjunct Faculty Spotlight is on .... Patrick Tam



Patrick Tam is a visionary leader in operational excellence, corporate strategy, and education, with over 25 years of experience transforming organizations and driving business efficiency. Currently serving as Vice President of Operational Excellence at ServiceNow, he leads enterprise-wide strategic initiatives, focusing on AI governance, workforce planning, corporate transformation, and process optimization. Patrick holds a Masters in IEOR from UC Berkeley and Certificate in Management Excellence from Harvard School of Business.

Prior to joining ServiceNow, Tam played a pivotal role at Cisco, where he led corporate planning for a \$45 billion revenue company and managed a \$400 million corporate transformation portfolio. His expertise in high-performing team cultures and enterprise-wide process efficiency has made him a sought-after leader in strategic business operations.

Beyond his executive career, Tam is a respected thought leader and industry influencer. He serves on the Executive Committee for The Conference Board Operational Excellence Council, where he contributes to global best practices in operational excellence. As a start-up advisor, he helps emerging companies scale efficiently and develop sustainable business strategies.

Tam's expertise has been widely recognized, earning him prestigious industry awards, including the Operational Excellence Industry Award for Best Achievement in Value Creation & Innovative Execution (2024). His insights into process automation and AI-driven business transformation are frequently shared at international conferences and industry publications. His article, *Go Ahead, Automate That Bad Process*, underscores his commitment to leveraging AI for business efficiency and innovation.

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## Patrick Tam, cont.

In addition to his corporate success, Tam has a deep passion for education and mentorship. Since 2018, he has been an adjunct professor at San José State University, teaching Service Engineering (ISE 142) and guiding students through their two semester Senior Design projects (ISE 195A and ISE 195B). His ability to connect academic theory with industry application has made him a highly respected mentor among students and faculty.

Tam also serves on the Department Advisory Council at SJSU, working closely with faculty to ensure that engineering and business education remain aligned with industry needs. His contributions have helped shape curricula that prepare students for high-impact careers in operations and business transformation.

As evidence of this commitment, Patrick arranged to have his entire 8 person ServiceNow Operations Excellence team visit the ISE department on November 20, 2024.



The team spoke for over an hour to a standing room only crowd of ISE students, explaining their backgrounds, their jobs at ServiceNow, and their enthusiasm for the future of ISE careers.

Beyond his professional and academic roles, Tam is also an author and creative thinker. He wrote *Reflections: Finding Happiness*, a children's book inspired by his daughter, which explores themes of self-discovery and confidence-building. His ability to translate complex concepts into engaging and meaningful narratives extends beyond business and into storytelling.

An avid competitive golfer, Tam holds the NCGA Net Public Links Champion title, showcasing his dedication to discipline, strategy, and continuous improvement—values that define both his professional and personal life.