CHRISTOPHER WILSON

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I am passionate about helping businesses and consumers in all areas related to technology and energy. My proven track record in the technology and energy spaces caused me to become a trusted and knowledgeable advisor. I strive to consistently deliver proven, measurable results through solid communication, excellent presentation skills and consistent client follow-up, while managing and maintaining excellent quality control.

• Executive & Technical Level Customer Presentations	• Created Education and Training Programs
• Team Leadership	• Consistent Positive Customer Experiences
• Program and Messaging Development	
• Successful Management of Customer Pipeline	

TECHNICAL EXPERIENCE:
• HP-UX CSA, ASP Enterprise Solutions, VMware VCP, VSP
• Operating Systems: Windows 2016, 2012, 2008r2, 10, 8, 7, Linux "United Linux Kernel" and Red Hat
• Enterprise products including Servers, Storage, Networking, Cloud, Software (HPC/AI/DL/ML, Big Data, Security, Management)

Ralphs Foods, Newport Beach, CA   **2020 – Present**
Assistant Manager/Department Head   2020 – Present

Responsibilities include ensuring that sales floor department shelves, displays, aisles, and storage areas are maintained in a clean, orderly condition, satisfying Health Department and store safety standards, including overseeing the safety and quality of all grocery products by monitoring storage conditions, temperatures, and shelf life. Also proactively identify and address performance and personnel issues in a timely manner.

- Developed and implemented several simple process steps which improved "Self Check-Out" user count from less than 32% of shoppers to over 49% of the stores customer count.
- Responsible for all facets of opening and closing store safely, adhering to all specific Covid-19 requirements and consistently surpass all measurable daily audit requirements.
- Created several tangible improvements for customer curbside pick-up service.
- Led focused cross-department communication and action plans through leadership of implementing cross-selling of high profit product in strategic high foot traffic areas.
- Increased stores yearly audit score from 90 points in 2020, to 94 points 2021, by adding incremental behavior changes, to meet new higher criteria standards.

TESLA, Fremont, CA   2017 - 2019
Residential Charging Project Manager   2018 - 2019

Integrated a comprehensive suite of disparate in-house tools to enable customers' electric vehicle charging installations. Served as a primary point of contact for retail customers, local field operations teams, and various other back-end systems teams. Collaborated regularly with the design team and Tesla's electrician teams to coordinate site surveys, engineering of panel expansion and utilization of excess capacity, in order to expedite charging installations.

- Delivered one of the fastest turnaround times, from initial customer contact, to managing the delivery of in-home charging installations.
- Consistently and successfully managed pipeline of over 300 concurrent customers, while at the same time, maintaining the highest of quality control standards.
- Expedited charging installations for residential, commercial and VIP celebrity customers. Facilitated delivery of cars in different states from where they were ordered. Worked on historic homes, where every step of the process is first approved, inspected then, permits granted.
- Surpassed customer expectations for charging installations and improved Tesla's overall image.

Customer Experience Specialist III   2017 - 2018

Collaborated with a team to create the "Gallery Orientation Program", which educated customers on how to operate their new Tesla Model S, X and III and how to get the most benefit enjoyment and safety from their new car.

- Helped achieve milestone records and number of cars delivered in a single day, week and month.
- Leveraged existing unused hardware, created an interactive experience that educated customers on the use and expectations of the most technically advanced vehicle to date.
- Designed and led Fremont, CA Delivery Hub training to all CES personnel and management.
- Created and delivered seamless multi-product messaging to new and returning Tesla owners. This messaging was promoted nationwide.
- Hosted workshops for new and returning Tesla owners, where I was affectionately known as "The Answer Guy" for vehicle functionality and usability.
- Consistently and successfully managed pipeline of over 300 concurrent customers, while at the same time, maintaining the highest of quality control standards.

HEWLETT PACKARD/HEWLETT PACKARD ENTERPRISE, Palo Alto, CA   2010 – 2016
Executive Briefing Center: Senior Solutions Architect/Customer Briefing Associate
Team lead. Delivered executive level customer whiteboard discussions showcasing HPE's enterprise infrastructure products, solutions, software and services. Collaborated with sales teams to advance sales and expand opportunities. Organized and led global teams to effectively deliver final solutions on-time and within budget.

- Contributed to more than $4.2 billion in incremental sales over last 6 years
- Customer feedback rating of 4.6 (out of 5). Delivery presentation methods included discussion, demonstration, white board diagram from basic infrastructure to advanced implementation methods.
- Conceived, implemented and maintained a working $8M demo environment, designed to showcase HPE solutions, products and their integration with partner portfolios. This model became the working demonstration lab blueprint for use in new centers that opened in Palo Alto, California, Chelsea, New York, Houston, Texas, London, and Tokyo.
- Responsible for all hardware and software (upgrades, installation), regardless of ownership, (owned, leased) for Palo Alto HPE facility. Researched, sourced and managed all equipment for three demo lab environments, from various divisions throughout the company
- Collaborated with sales teams and customers about their specific needs and provided realistic solutions.
- Crafted customer demonstrations and marketing information for all four demo lab environments.

HPM NETWORKS, Fremont, CA (HP VAR)   2007 – 2009
Enterprise Technical Consultant

Led technical pre-sales efforts for HP enterprise server, storage and networking product lines. Designed and submitted proposals for all technical components or solutions including mission critical applications, high availability and disaster recovery solutions. Leveraged HP contacts as gateway into new accounts for HPM Networks. Extensive collaboration with supply chain distribution and vendors to integrate their products and solutions as part of the overall proposal. Managed hardware/Software maintenance, including patch management for operating systems, ROM and hardware upgrades in customer lab environment, as needed.

- Created a customer support tool that reduced total repair time from four days to less than 24 hours. Through positive customer feedback, this tool became the "standard" and was adopted by HPM Network's co-founder.
- Generated $16 million in annual sales volume, nearly 20% of total company sales, which translated to more than $1.8 million in profit.
- Customized and delivered presentations to key customers, vendors and internal management teams, including live demonstrations of various management tools i.e. HP SIM, iLO, SmartStart, VMware Management tools.

ADEARA, Sunnyvale, CA (HP VAR)   2004 – 2007
Enterprise Account Manager

Worked extensively with software vendors to facilitate use of their products and services in Adeara's overall solution. Consulted with customers and prospects to move prospects to new accounts and expand their IT infrastructure. Twenty-three new accounts secured for Adeara in first 13 months.

WILSON CONSULTING   2003 – Present
Computer/Network Consultant

Evaluate computer environments and suggest software and hardware solutions to enhance uptime, responsiveness, backup and recovery functionality, all the while enhancing system security and usability. By migrating stand-alone systems into newly created network environments, customers are able to operate their systems more easily and efficiently.

HEWLETT-PACKARD, Corporation, Cupertino, CA   **1996 – 2003**
Pre-Sales Engineer   (2000 – 2003)

Consulted with key clients in multiple markets, including Fortune 500 and mid-market businesses on future and world-wide product roll outs. Advised and recommended alternate compatible solutions, resulting in an 18% reduction in costs and a 20% faster delivery. Managed a critical initiative to improve the existing batch program for multiple business units. This successful program advanced the "America's Launch" and became the model for the entire migration project. The project paid for itself within 24 months. Through my responsibility in supporting four HP account executives (Enterprise and Mid-market), my efforts helped to attain over $205 million in sales, resulting in reaching 113% of quota over the preceding 24 months in a declining market. Also managed the Hewlett-Packard and Intel customer lab

Product Engineer and Technical Support   (1998 – 2000)

Pioneered short and long-term account plans, designed and delivered effective training and informational documentation to create accountability for performance management. Also responsible for providing technical response (L2 and L3) to customer inquiries for Hewlett-Packard's largest enterprise accounts. Championed a new quoting process, which reduced the average turn-around time from over one business day to less than four hours. Departments internal L2 IT, and Company wide IT conduit

Pre-sales Customer Representative   (1996 – 1998)
Provided corporate and end-user customers with solutions covering over 320 products from 28 product lines, over several business units. Recognized by management, peers and customers for providing excellent customer satisfaction. Appointed to support HP Gold Accounts in "Care One Program." Promoted to Product Coach Position within nine months of joining the Direct Marketing Organization. Designed new end-user tools, and educational training materials for personnel.