

CHRISTOPHER WILSON

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I am passionate about helping businesses and consumers in all areas related to technology and energy. I accelerated my career through continued education, which allowed me to become a trusted and knowledgeable advisor. I 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
- Team Leadership
- Program and Messaging Development
- Consistent Positive Customer Experiences
- Successful Management of Customer Pipeline
- Created Education and Training Programs

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)

TESLA, Fremont, CA

2017 - 2019

Residential Charging Manager

2018 - 2019

Worked with complex computer systems to integrate a comprehensive suite of disparate in-house tools to enable customer's electric vehicle charging installation. 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 participated in direct customer relations to insure Tesla's goal of delivering the best possible customer satisfaction. Interfaced with Tesla's electrician teams to coordinate site surveys, engineering of panel expansion and utilization of excess capacity, in order to expedite charging installations.

- Held the fastest turnaround time, from initial customer contact, to managing the delivery of in-home charging installation.
- 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.
- 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.

- Leveraged existing unused hardware, created an interactive experience that educated customers on the use and expectations of the most technically advanced vehicle to date.
- Helped achieve milestone records and number of cars delivered in a single day and on a consistent basis.
- 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.

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, Chelsea, New York, Houston, London, and Tokyo.
- Responsible for all hardware and software (upgrades, installation), regardless of ownership, (owned, leased) for Palo Alto HP facility. Researched, sourced and managed all equipment for three demo lab environments
- 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)
Enterprise Technical Consultant

2007 – 2009

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)
Technical Enterprise Account Manager

2004 – 2007

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
Computer/Network Consultant

2003 – Present

Evaluate computer environments and suggest software 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
Technical Account Manager

1996 – 2003
(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.

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 tools and educational training materials for personnel.