

# CHRISTOPHER DEHONEY

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## Objective:

Seeking a technical management position with leadership responsibilities including problem solving, planning, organizing and managing service departments to achieve the corporate goals.

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## PROFESSIONAL EXPERIENCE

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### VEEDER-ROOT CO.

2010 – present

#### Product Planner

*Part of the Danaher Corporation that generated 16.1 billion in revenue for 2011*

- Used a variety of research techniques to gather Voice of Customer (VOC) input and uncover unmet needs and wants and identify opportunities for new products and services
- Developed and delivered customer requirement specification (CRS) for new projects that represents the needs and wants of the target customer
- Led the cross-functional development effort of using Quality Function Deployment (QFD) techniques to translate the customer requirement specification to the product requirement specification (PRS)
- Use formal primary and secondary market research techniques to size existing and potential markets
- Prepared business case proposals for leadership team approval, including the development of a forecast of new product revenue and margin
- Served as internal customer advocate during the product development cycle
- Monitor market conditions for changes that may affect product definitions
- Worked with product manager to conduct Alpha and Beta product tests
- Performed comprehensive market analysis to identify strategic new markets to profitably enter
- Supported product manager's effort to determine pricing and develop commercialization material
- Supported product development and business development's goals in finding technology solutions through Open Innovation.

### GILBARCO VEEDER-ROOT

1995 – 2010

#### Field Service Manager

*The global leader of integrated technology solutions in the retail petroleum industry*

- Assess client needs and provide continuing customer service for the Western Region
- Assisted in installation and selection of new products as well as beta test sites
- Evaluate the performance and provide assistance to new and existing service providers
- Provide technical support to sales personnel
- Interfaced between service providers for warranty claim exceptions
- Provided Engineering support on certification sites for our Vapor Recovery products
- Work with the California Air Resources Board (CARB) on certifying our Vapor Recovery products in California
- Developed test plans and implement them with certification
- Developed training plans for newly certified equipment
- Interact with California Air Pollution Control Officer Association (CAPCOA) with certification questions
- Assist state officials with challenge mode testing on certification sites
- Develop training curriculum and provide training for contractors, regulators and state control officers

- Developed and maintained a positive relationship with the service provider network (ASC, SASC, SSC, DSS) providing both managerial and technical product support in conjunction with the local ASM. This is done by working closely with the Service Provider/Distributor, Sales organization, Manufacturing group and engineering.
- Worked with Technical Support both VR and GVR providing them information that will help them resolve incoming calls for technical assistance.
- Perform on-site visits, with the Service Provider technicians, to observe, analyze and assist in the correction of unique or extraordinary technical problems
- Determine Certification training requirements for ISD and new products being rolled out.
- Supported CVT (customer verification testing), Engineering, and the Product Support group (beta testing)
- Maintained an active role in communicating technical information and service programs to the Territory Support Manager
- Managed budget and submit expense reports and mileage logs according to company policy guidelines
- Traveled to other parts of the country as needed to support rollout of ISD and Vapor products as these start being introduced in other states.

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## **EDUCATION / CERTIFICATIONS**

- **Associates Degree in Applied Science-Electronics Technology**
- **Federal Communication Commission General Radiotelephone Operator License**
- **Veeder-Root Presidents award 2007**
- **Veeder-Root Presidents award 2008**
- **Certificate: Value Selling**
- **Certificate: 5S Standard Work**
- **CompTIA A+ Certified**