

Christopher Hurtt

Multitalented leader with sales, customer service, technical, training, and management experience in a variety of industries.

Yukon, OK 73099

chrisjobhunt2023@gmail.com

+1 405 642 5939

Objective

Lead an existing, build and lead a new team, or join a high performance team to exceed your customer's expectations.

Availability

Immediate

Authorized to work in the US for any employer

Work Experience

Barista

Starbucks - Yukon, OK

October 2021 to Present

Delight customers.

To delight our customers, I rely on charm, wit, and the meanest latte this side of El Reno! I craft drinks, prepare food, handle cash transactions, and keep the store tidy.

I took this job during the height of the Covid-19 pandemic, because my career wasn't allowing us to come to the site or to travel to visit customers. I needed the people that power my batteries. Now that things are getting back to normal, I stay, because I love the folks I work with.

Lead TSR/Product Specialist 4 Distribution

Dell Technologies - Oklahoma City, OK

February 2022 to February 2023

Supporting a team of 13 TSRs as lead TSR and covering the Arrow Enterprise Computing distribution account.

- Quota in excess of \$1B annually. Exceeded (106%) quota goal for FY23.
- Initiated and more hands-on approach to working with our distribution and indirect partners.
- Ramping team of relatively new TSRs to learn to properly and efficiently quote:
- PowerEdge, Power Store, Networking, vxRail, Extended Tech, and other ISG products
- Continuing strategy enabling Distributor, RVAR, & EVAR partners to sell Extended Technologies and DCI to sell the total solution.
- Field presentations to Dell and Arrow teams via Zoom
- Provided training to Medium Business (MB) ISRs, TSRs, and EI 3P TSRs on how to properly manage channel/distributor deals.
- Quoting all products, managing Salesforce, and triaging/assigning from group mailbox to the TSRs I lead.
- FY23 Q2 Team Player

Extended Technologies (ET) Systems Consultant

Dell Technologies - Oklahoma City, OK

February 2021 to February 2022

Built a new role supporting Medium Business as ET SC. Field role supporting all 163K Medium Business (MB,) Public, and Customer for Life accounts in the US. Held a \$27M annual quota. Due to the size of the customer set, this role was essentially a BDM role operationally focused on sales enablement (85-90%) and solutions architecture on large or complex opportunities (10-15%.)

Clarified a sales strategy for ET in MB, as the strategy in place had not been clear (other than go sell it.) Using my strategy, I increased Run Rate by \$25K per week, and increased bid rate as well over FY22. Embraced the channel as a go to market asset for Extended Technologies and Data Center Infrastructure.

- Grew business 94% Rev Y/Y and 122% Margin Y/Y
- Built and deployed strategy around non-buyers to add \$5M/Quarter by moving non-buyers up 1%
- Built and deployed strategy to ramp up run rate by attaching EI to server quotes. Added \$2M Quarterly.
- Implemented Strategy to enable and incentivize RVAR and EVAR partners to sell ET and Data Center Infrastructure (DCI) (Power, Cooling, Management, Cabling)
- Field presentations to customers via Zoom
- Provided training to inside DC TSRs/TSMs/RSDs, ISRs, and ISMs and outside DCSEs, and AEs.

PowerEdge Upgrades SC

Dell Technologies - Oklahoma City, OK

August 2019 to February 2021

Built new role as Upgrades SC. Field role supporting accounts for all of Tier 1 Enterprise West and most of Central regions. Exceeded approximately \$33M annual quota. Collaborated with directors and vice president, set, and delivered training on the process expectations for Data Center TSRs, Upgrades TSRs, and Core Field Teams.

Delivered solutions to upgrade existing PowerEdge server, and vxRail Hyper Converged installations. Supported the Upgrades PLMs as a sales expert.

- Exceeded annual quota in excess of \$33M.
- After role changed, TSRs on this set using my strategy hit over 300% vs. quota.
- Field presentations to C-suite customers via Zoom
- Provided training to Data Center TSRs/TSMs and the Upgrades TSRs/TSMs.
- Assisted the EI PLMs on release of coupon codes and Q3/Q4 Upgrades Promos.

Extended Technologies Architect Specialist 4

Dell Technologies DTS EI - Oklahoma City, OK

August 2018 to August 2019

Supporting Dell Technologies Select accounts (formerly G500.) Responsible for educating, quoting, solution architecture, and pre-sales support for internal and external customers for all 3rd Party Enterprise Infrastructure (EI,) to address existing and proposed data center workloads. Utilized my deep knowledge of Dell processes and mastery of Dell enterprise products to work with 3rd party partners to deliver total solutions. Interacted with vendor partners to arrange training and events for the OKC Center for Enterprise team.

- Attainment above 100% on \$32M annual quota.
- EI Team Lead
- Developed and delivered training to Field Personal and Dell Technologies C-suite executives at Dell Technologies Select Executive Bootcamp.
- OKC Enterprise Cross Functional Site Lead

- Completed SMRP-Sales Manager Readiness Program (Leadership Development Program ... currently known as Aspiring Leaders)

Storage Architect

Dell, Inc. - Oklahoma City, OK
October 2015 to February 2017

Supported Tier 1 accounts in Colorado as the Storage Architect managing interactions and scheduling of 4 field systems consultants, supporting, and mentoring 4 TSRs. Architecture design, and solution sales primarily of Dell Storage, but also any complex enterprise design. Managed OKC inside team in absence of manager. Several sales marketing leadership positions, including working on design of lead program for SMEs and for storage gas gauge. Trained all OKC ISRs on Enterprise Products via Ally Training.

- License to Sell FY17 and FY18 (Certification on Dell product)
- Exceeded quota attainment of \$15M quarterly. (108%)
- Team Lead for Team Everett
- Compellent Storage Architect

Technical Sales Representative

Dell, Inc. - Oklahoma City, OK
May 2010 to October 2015

Also served this role from Feb 2017 to Aug 2018.

TSR first in the small business queue (04,) then Emerging Business (EB,) and Preferred Accounts Division (PAD,) Large Enterprise (LI/LE,) Finally as Enterprise TSR for OH. Honed the craft of sales. Lead a team of four plus ISRs (account managers) and two Solutions Reps (field team) achieving attainment of over 115% over this time. Consistently grew revenue in patch YoY and QoQ. Visited and presented to C-Level customers in Ohio and closed over \$15M in business as a direct result of those visits. Mentor and team lead for Every TSR/TSM I have been with. Site lead for OKC Enterprise TSRs. leading meetings, developing, and delivering training, building relationships with vendors, and planning marketing events. Chosen as Complex Solution SME for team.

QoQ and YoY improvement in KPIs. Worked as my own Storage SME in the LI/LE space, managing 42 accounts and 3 ISRs. Consistently exceeded increasing quotas. Master level knowledge of all Dell tools and products. Supported Tier 3 LI with 384 accounts, 27 ISRs, and no field support and achieved 99.81% to goal. Considered by peers to be one of the "go to guys."

- Tested out of Level 1, 2, 3, & 4 Champions (training program for Technical Sales Reps)
- Exceeded annual quota of \$40M (120%) while supporting Enterprise.
- Multiple quarters earned Team Player Award.
- Completed Storage Architect training course.
- EqualLogic SME
- Training and Certification on EqualLogic, Compellent, and Live Optics

Client Support Specialist - GTS

Dell, Inc. - Oklahoma City, OK
September 2009 to May 2010

Working in the GTS E-Support role, I provided a unique experience exceeding the needs of our customers, in a variety of methods. Utilized chat, email, and telephone to wow our customers by resolving their client system hardware and software issues, including their personal need for attention from the company they trust to provide excellent service.

- FY2011 100% CE, under 6% RDR, Ri1 100%

- FY2010 93% to goal on CE, 8% RDR, Ri1 100%

Solutions Support Manager

Avaya, Inc. - Oklahoma City, OK

May 2007 to April 2009

Designed and deployed online tools for Global Care with ASP, HTML, InfoPath, & SQL. Supported 3rd level management in providing solutions to technology needs.

May 2007 to Apr 2009

- Application design & deployment in OKC and ATL GCC
- Six Sigma Green Belt
- Rated Outstanding throughout tenure

Quality Assurance Manager

Avaya, Inc. - Oklahoma City, OK

May 2005 to May 2007

Lead Global Quality Team in Oklahoma City. Provided 1 on 1 coaching to four first line supervisors and managed sixty union represented associates. Monitored customer interactions with the center, suggested improvements and encouraged achievers through public praise and personal thanks. Accomplishments were made in a Union environment.

- Improved average benchmark scores by 27.5 percentage points to 97.5%
- Improved Oklahoma City Customer Care's CE scores by 14 points.
- Held monthly reviews with Operations Managers, Director, and Vice-Presidential level superiors.

Assistant Service Manager / Warranty Manager

G.W. Van Kepp - Oklahoma City, OK

May 1993 to May 1996

Assistant Service Manager on the Forklift side (Hyster)

Responsible for customer satisfaction, shop operations, quoting/closing jobs, dispatching, and general management duties, in the absence of the service manager.

Responsible for the entire Hyster Warranty program submissions at the OKC Branch. Handled Parts Counter for the service department.

Education

Associate in Arts (AA) in Diversified Studies / Management Information Systems (minor)

Oklahoma City Community College - Oklahoma City, OK

September 1999 to May 2004

Skills

- Triage (2 years)
- Six Sigma (2 years)
- SQL (2 years)
- Microsoft Windows Server (10+ years)

- Demonstrated cross functional leadership at the team, regional, and global level. Ability to work on site, remote, or on the road, under deadlines, with little to no supervision, present to customers, and to deliver training and marketing messaging to the field or inside; in person or via phone / Teams / Zoom, etc. Excellent relationship building skills for both internal, external, and prospective customers. Solution sales combining Enterprise Infrastructure, 3rd party partners, PowerEdge Servers, DellEMC Storage, Dell Networking, Server Virtualization, Software Defined Platforms (SDx,) Converged, and Hyper-converged platforms (10+ years)
- Optics (10+ years)
- Sales management (5 years)
- Coaching (collaborative teaching) (10+ years)
- Data center experience (10+ years)
- Presentation skills (10+ years)
- Account management (10+ years)
- Negotiation (10+ years)
- VMware VSP and VTSP (10+ years)
- Marketing (3 years)
- Leadership (10+ years)
- Event planning (3 years)
- HTML5 (4 years)
- Computer networking (10+ years)
- Sales support (10+ years)
- Technical sales (10+ years)
- Salesforce (10+ years)
- Event marketing (3 years)
- Sales (10+ years)
- Data Center Power and Cooling (5 years)
- Quality assurance (2 years)
- Mentoring (10+ years)
- Solution architecture (10+ years)
- ASP (2 years)
- Microsoft SQL Server (10+ years)
- Pre-sales (10+ years)
- Operating Systems (10+ years)
- Help Desk (2 years)
- MySQL (2 years)
- Azure
- Active Directory (10+ years)
- LAN (10+ years)
- Microsoft Access (10+ years)
- Automotive service management (2 years)
- Restaurant management (1 year)
- Restaurant experience (8 years)

Military Service

Branch: Oklahoma Army National Guard

Service Country: United States

Rank: SPC

August 1990 to April 1995

MOS 95B10. I was a Military Police specialist. Our unit (745 MP Co) was primarily responsible for Enemy Prisoner of War (EPW) Camps. Also patrolled via automobile and foot, garrison guard duty, security detail, incident investigation, and all basic police work. Expert Marksman in Rifle, Pistol, M2, M60, and M19

Commendations:

Expert Marksman Badges

Army Service Medal

Certifications and Licenses

CompTIA A+

Six Sigma Green Belt

CompTIA Network+

Microsoft Office User Specialist

November 2001 to Present

Master level User Certification on all Microsoft Office 2000 applications

Additional Information

- I am an active coach for U13-Boys in the Oklahoma Soccer Association (MYSA.) and have coached youth soccer for 10+ years.
- I serve as an active Santa Claus in this community as a member of the International Brotherhood of Real Bearded Santas, now known as IBRBS (Oklahoma Santas Chapter) and was their past Secretary.
- I was formerly Assistant Scout Master of BSA Troop 168, Assistant Advisor of Crew 2168, Pack Leader of Pack 55
- I am ordeal member of the Order of the Arrow.