

# CHRISTOPHER JAY WELLS

Terlingua, TX (will relocate) • 585.590.9424 • cwells@wygtya.com

<https://www.linkedin.com/in/wygtya/>

## DATACENTER TECHNICIAN

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Experienced, process-driven, highly motivated manager with years of expertise leveraging skills to positively impact corporate initiatives; demonstrates motivation to lead product development and diverse technical projects; applies vision and direction to properly utilize teams and strategy development to drive productivity; exceeds expectations, maximizes relationships and stakeholder communications; offers process analysis, technical expertise, and cloud software business solutions.

### *Areas of Expertise*

#### TECHNICAL

- IT Architecture
- PoC Consulting
- Storage Strategies
- Problem Resolution

#### MANAGEMENT

- Project Lifecycles
- Account Maintenance
- Progress Tracking
- Planning & Analysis

#### COMMUNICATIONS

- Customer Support
- Team Leadership
- Sales Methodologies
- Collaborative Efforts

## PROFESSIONAL EXPERIENCE

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Lenovo (Enterprise IT Hardware Vendor) - Terlingua, TX (Remote)

### **Technical Product Manager**, 2022– Present

Responsible for creation, development and maintenance of Lenovo's tools, services and support integrations with NetApp OEM hardware/software products and solutions.

#### **Key Achievements:**

- Leveraged key stakeholders from our customer base, field, and partners as well as the alliance team to enhance our primary SaaS based cloud monitoring tool for storage at Lenovo (only unique IP for storage).
- Started Lenovo down the path to enable AIOps in future management and monitoring software & solutions.

Oracle (Cloud Software, Application and Database Vendor) - Austin, TX (Remote)

### **Senior Product Manager**, 2021 – 2022

Expanded company market reach through technical collateral creation and publishing and cloud solution architecture experience; clarified technical marketing strategies by recommending improvements; supported cloud infrastructure teams worldwide.

#### **Key Achievements:**

- Displayed technical solution marketing and cloud implementation efforts; collaborated with product management and engineering experts to highlight future product direction and customer satisfaction.

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- Focused Oracle cloud product line recommendations for PoC utilization; successfully accomplished key public and private cloud goals; applied technical marketing methodology to deploy improvements.

## **Cloud Solution Architect, 2020 – 2021**

Accentuated company operations through training and cloud solution architecture experience; clarified technical pre-sales strategies by recommending improvements; supported account team's northeast and southeast territories.

### **Key Achievements:**

- Displayed technical solution planning and cloud implementation efforts; collaborated with product management and engineering experts to highlight future product direction and customer satisfaction.
- Focused Oracle cloud product line recommendations for PoC utilization; successfully accomplished key public and private cloud goals; applied Solution Selling methodology to deploy improvements.

Tintri (Enterprise Storage Vendor) - Santa Clara, CA (Remote)

## **Systems Engineer, 2018 – 2019**

Accentuated company operations through training and systems' engineering experience; clarified technical pre-sales strategies by recommending improvements; supported account team's northeast and southeast territories.

### **Key Achievements:**

- Displayed technical solution planning and IT implementation efforts; collaborated with product management and engineering experts to highlight future product direction and customer satisfaction.
- Focused VMware product line recommendations for PoC utilization; successfully accomplished key public and private cloud goals; applied Solution Selling methodology to deploy improvements.

WYGTYA, Inc. (Independent Consulting Company), Albion, NY

## **Consultant, 2017 – 2018**

Functioned as subject matter expert and consultant to provide diverse technical processes to steer operations; efforts include design, development, and implementation of various IT solutions.

### **Key Achievements:**

- Captures client objectives through detailed virtualization and cloud strategy integration activities; responds to storage requirements by deploying innovative procedures for hardware and software.

VMware (Virtualization & Cloud Computing Software Vendor), Palo Alto, CA (Remote)

## **Global Solutions Consultant, Global Accounts, 2016 – 2017**

Held dual roles and responsibilities to increase efficiency and productivity; balanced virtualization and cloud computing software initiatives; implemented solutions and assisted to innovate VMware environment at Disney.

### **Key Achievements:**

- Pioneered solutions and account planning with global emphasis and exhibited industry analysis skills.
- Engaged with diverse organizations to proactively prepare for product launches and customer needs.

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- Utilized industry expertise to acquire \$15M Enterprise License Agreement with IBM, expanding business.

Coho Data (Enterprise Storage/Networking Start-up) - Palo Alto, CA

**Solutions Architect, Channel & BizDev, 2015**

Oversaw solutions architecture and performed relevant corporate systems engineering tasks; enhanced storage appliance sales by enabling channel and distribution partners; focused on maintenance of SE and PoC labs.

**Key Achievements:**

- Facilitated pre-sales technical onboarding by heading response applications; aligned social media influence through targeted branding of company products and solutions.
- Handled VMware product implementation inquiries with proficiency as it relates to accounts oversight.

**Senior Technical Marketing Engineer, 2014**

**Key Achievements:**

- Architect behind creation of VMware and VDI reference architecture; spearheaded development of internal and external marketing campaigns tailored to meet customer objectives.
- Enhanced sales and channel operations through technical marketing and cloud strategy expertise.

NetApp, Morrisville, NC

**Senior Technical Marketing Engineer, 2011 – 2014**

**Key Achievements:**

- Guided technical marketing approach with focus on virtual desktop infrastructure and cloud computing.

TUV Rheinland Japan Ltd., Yokohama, Japan, **Systems Administrator, 2008 – 2011**

Gaba Corporation, Tokyo, Japan, **Lead System Administrator, 2004 – 2008**

## EDUCATION/TRAINING

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**Bachelor of Arts in Geological Science, Anthropology Minor, 2000**

State University of New York, Geneseo, NY

## TECHNICAL PROFICIENCIES

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**Programming/Scripting:** Bash, PowerShell 1.x/2.x, PowerGUI in VMware vSphere Environment, Ansible 2.x.

**Operating Systems/Platforms:** MS-DOS; Windows 3.x/95/98; Windows NT/2000/XP/2003/2008/7/8; Red Hat Linux 6.x/7.x/8.x/9.x; Red Hat Enterprise Linux 4.x-8.x; SuSE Enterprise Server 9.x/10.x/11.x; VMware ESX Server 3.x; vSphere (ESX 4.x/ESXi 5.x); VMware Server 1.x/2.x; Novell Netware 4.x/5.x; NetApp ONTAP 7G/8.x (Clustered ONTAP); WatchGuard Firewall XTM, Docker 19.03, Kubernetes 1.18.

**Software:** Windows – SalesLogix Suite 3.x/4.x/5.x/6.x; Microsoft SQL Server 7.0/2000/2005/2008 and MSDE/SQL Express; Borland InterBase; Scribe Migrate; Oracle 8i/9i; Crystal Reports 7.x/8.x; Microsoft Office; Microsoft Visual Studio; Microsoft Internet Information Services (IIS); Microsoft Internet Explorer; Mozilla Firefox; Symantec/Norton products; McAfee products; Microsoft Visio; Macromedia Dreamweaver; VMware Workstation 4.x-10.x.