

Daniel Cooke
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Summary

An accomplished professional in service operations, customer support and project management. Extensive experience in business, technology, the arts and multimedia.

Experience

Founder

Hypermean
1999-present

Milpitas, CA & Santa Fe, NM

Own and operate an e-business for special technical, web and multimedia consulting projects. Proactively learn and apply cutting-edge e-business and e-commerce applications, tools and strategies to leverage maximum benefit for online companies. Solely manage client acquisition, client relations, advertising and sales. Design and publish websites.

Global Reporting Tools Manager

PeopleSoft
2002-2003

Pleasanton, CA

Recruited, trained, developed and managed employees for the GSC Reporting Tools Group. Adapted and implemented employee satisfaction and development programs. Provided paths for increased product knowledge to keep analysts updated with industry changes. Provided and monitored communication to customers on status of their escalations. Partnered with development organizations, account executives, VPs and customers to expedite issues and resolve customer concerns.

Service Operations Manager

Wind River Systems
1995-2002

Alameda, CA

Managed operations of a 50-person North America sales division with an annual satisfaction improvement rate of 60%. Oversaw a high volume technical call center that processed, assigned and answered technical issues for the North America Field Service Organization and Development Business Units. Created a more efficient process for customers and engineers. Hired new direct reports and assisted other managers with their hiring needs to ensure quality staffing. Utilized project management expertise in large-scale global corporate-wide strategies by creating the Service Operations Guide that steered the standard service processes and procedures for the company on a global scale. Evaluated, selected and implemented leading-edge technologies to greatly improve the effectiveness of the support teams. Created, planned and interpreted various reports to drive superior team performance. Planned, presented and supplied all technical and procedural training for new and existing staff.

International Engineering Service Coordinator
SuperMac Technology/Radius Incorporated
1992-1995

Sunnyvale, CA

Supported customers and company staff with high-end graphic hardware and software. Point person for all international service and sales representatives. Planned and created first web-based intranet/internet infrastructure for company. Developed plans and processes for the department.

Registrar/Technical Specialist/Marketing
LewAllen Contemporary
2005-2007

Santa Fe, NM

Managed an art inventory of over 2,000 pieces. Adjusted, designed and managed website daily with text, photos and design elements. Handled all facets of IT. Maintained the local network including all servers, applications, databases and workstations. Communicated with a large scope of artists regarding inventory, shipping, contracts and show logistics on a daily basis. Coordinated and managed over 12 artist openings & shows annually. Oversaw all accounting and invoicing. Created, managed and recorded all legal documentation between the gallery and the artists. Administrated in all purchasing decisions. In the sales arena, I had direct involvement in more than \$3 million in sales. As marketing liaison, worked directly with the press and advertisers, as well as created collateral and brochures.

Technical/Business Project Manager
La Puerta Originals
2004-2005

Santa Fe, NM

Developed and managed a new database & IT strategy. Assisted the president/architect in overall management of sales and client services. Managed sales department's pending projects and active client files. Overhauled point of sale (POS) client/database management. Oversaw the company move in the area of project management of the IT infrastructure.

Education & Certifications

Bachelor of Science, Telecommunications & Film
Bachelor of Science, Political Science
Post Undergraduate Film Studies
Project & Leadership Management

University of Oregon
University of Oregon
University of Southern California
University of California Berkeley
Extension

Management & Leadership Training
Project Management Certification
ISO 9000 Certification

American Management Association
The Daniels Group/Dossett & Dossett
The International Organization of
Standardization

References Upon Request