

Daniel Cooke

Experienced in Services and Management



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Albuquerque, NM

25 years experience in the tech industry, with 10 years at HP. Having served in multiple capacities, I bring management, sales, and technical expertise that will be leveraged in the development of the PC Services Team and our overall business.

AREAS OF EXPERTISE

Leadership

- Managed, recruited, trained, developed, and mentored technical team of 30 engineers.
- Partnered with business organizations, executives, channel partners, to develop joint go-to-market plans.
- Created and oversaw high-volume worldwide technical call centers.
- Create, plan, and interpret various reports to drive superior performance.

Sales

- Manage client acquisition, client relations, advertising, services, and sales.
- Drive teams and customers with transactional and contractual completion.

Financials

- Achieve revenue targets and maintain a sales pipeline surpassing \$25 million.
- Identify opportunities in collaboration with all account teams and stakeholders.

Technical

- Storage and network expertise in custom mission critical environments.
- Extensive technical and development experience in various OS platforms, including UNIX, Linux, Apple OSX, Microsoft Windows, and VxWorks.
- Programming and scripting expertise includes JavaScript, Python, SQL, Perl, C, C++, Java, html, Dreamweaver, PHP, and CSS. Currently learning Visual Basic.

Other

- Create and distribute communications, newsletters, and announcements to end-user staff and cross-functional stakeholders.
- Marketing liaison that created collateral for working directly with press and advertisers.
- Coordinate and manage numerous public events.
- Utilized project management expertise in global corporate-wide strategies by creating service operations guides, process and procedure documents, and training presentations.

25 YEAR OF TECHNICAL INDUSTRY EXPERIENCE

2013-2019

Services Sales Specialist

HP, Inc., Rio Rancho, NM

2016-2017

Inside Sales Representative

HP, Inc., Rio Rancho, NM

2009-2013

Custom Mission Critical Technical Account Manager – Enterprise Storage

Hewlett Packard, Rio Rancho, NM

1998-2009

Founder

Hypermean, Milpitas, CA & Santa Fe, NM

2005-2007

Registrar/Technical Specialist/Marketing

LewAllen Contemporary, Santa Fe, NM

2004-2005

Technical/Business Project Manager/Assistant to Director

La Puerta Originals, Santa Fe, NM

2002-2003

Global Reporting Tools Manager

PeopleSoft/Oracle, Pleasanton, CA

1995-2002

Corporate Service Operations Manager

Wind River Systems, Alameda, CA

1993-1995

International Support Manager

Supermac/Radius, Inc., Sunnyvale, CA

EDUCATION & EXPERIENCE

University of Oregon

Bachelor of Science, Telecommunications
Bachelor of Science, Political Science

University of New Mexico

Project Management/Grant Writing

Santa Fe Community College

History & Art

University of Southern California

Post Undergraduate Film Studies Internship

University of California Berkeley Extension

Project & Leadership Management

American Management Association

Management & Leadership

The Daniels Group/Dossett & Dossett/UNM

Project Management

AFFILIATIONS & CERTIFICATIONS

Consortium for Service Innovation

Participating Member

LucasFilm/THX Division

Cinema Review Contracting

Monte Del Sol School

MDS Foundation Board Vice President

City of Milpitas, CA

Bicycle Transportation Advisory Committee

ITIL

ITIL v3 Certified

International Organization for Standardization

ISO 9000 Certified

HP Committees

Megatrends Ambassador

Diversity Council Social Media Project

HP YEN YOUiversity Graduate

HP WIN Woman Impact Network Participant

REFERENCES UPON REQUEST