

Daniel Cooke

Experienced in Services and Management



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Albuquerque, NM

25 years experience in the tech industry, with 12 years at HP. Having served in multiple capacities, I bring services, management, sales, and technical expertise that will be leveraged in the development of PC Services and our overall business.

ACCOMPLISHMENTS

Sales

- Managed new business, acquisition, client relations, advertising, services, and sales.
- Guided teams and customers with transactional and contractual services and hardware sales completion.
- Created and distributed communications, newsletters, and announcements for services to sales staff, cross-functional stakeholders.
- Utilized project management expertise in global corporate-wide sales strategies by creating service operations guides, process and procedure documents, and training presentations.
- Trained, presented, and educated both internal and external customers, including creating the Services 101 video series on LinkedIn.

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 2000 calls per week worldwide technical call centers.
- Formed, planned, and interpreted sales reports to drive superior performance.
- Marketing liaison that created collateral for working directly with press and advertisers.
- Coordinated and managed numerous public events.

Financials

- Achieved revenue targets and maintained a sales pipeline surpassing \$25 million. Achievers Club 2020 recipient.
- 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.

EXPERIENCE

2013-2021

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 & Sole Proprietor

Hypermean Technical Consulting, 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

EDUCATION

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

University of New Mexico
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 Let's Get Social Founding Committee
Member

HP YEN YOUiversity Graduate

HP WIN Woman Impact Network Participant

HP Master Your Career Graduate

VIA Team Member

Achievers Club 2020

REFERENCES UPON REQUEST