

Resume of Charles H. Alexander

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Summary

Professional manager with over 25 years of experience in the high end enterprise software/hardware market. My primary focus has been in the development and management of pre-sales engineering organizations. I have significant experience in building and managing both domestic and international technical teams. This includes over a decade of directly managing individuals in APAC, EMEA and the Americas. As a Director at Sun Microsystems, I successfully grew my group from 6 to 50 people, and managed a \$10m budget.

I have a broad knowledge of enterprise server, storage, systems and project management technologies. A major portion of the last two decades has been spent evaluating customer requirements and the development of solutions to meet their needs. This includes performance/availability issues when applied to the use of cloud platforms and disaster recovery/business continuity deployments. Many of these solutions required the development of large scale corporate and customer proof of concepts. These projects were managed using agile and classical project management skills.

SYMANTEC CORPORATION, San Diego, California,

7/2012 – 6/2013

Regional Manager, Systems Engineering

- In this position I managed a pre-sales engineering team of 10 Systems Engineers and supported two district managers. The territory covered included Washington, Idaho, Oregon, California, Nevada, Alaska and Hawaii. The target assignment for our sales teams was the commercial and enterprise markets. This technical team supported the sales of the complete portfolio of Symantec products. (The product portfolio included Netbackup, Netbackup appliances, Veritas file systems and availability products, as well as the broad range of security and cloud products)
- Engaged in a strong partnership with sales management, we continuously monitored and actively managed revenue pipeline using salesforce.com
- During this time we had significant wins throughout the territory. This included an extraordinary win of over \$10M. I achieved 104% of my assigned goal in fiscal year 2013,
- My role included personnel management, program and project management, sales life-cycle management, pipeline management, product sales forecasting, goal and territory assignments, partner development and enablement, partner sales support, business development and interfacing with corporate product management as appropriate.

ORACLE CORPORATION, San Diego, California,

11/2005 - 6/2012

Senior Manager, Systems Engineering

- Our group was host managed, and integrated into the software engineering team developing the application. Individuals from this team were located in the Americas, EMEA and APAC.
- Our pre-sales activities mainly focused on providing expert technical expertise of the applications large scale deployment. Many of largest customers were assisted by our team in the architectural development of cloud and disaster recovery solutions. The team developed custom solutions architectures in partnership with some of the worlds largest ISPs and Telcos. (i.e. Shaw, Videotron, Verizon, Apple, CableVision, etc).
- During this time I also managed the development/engineering and product management of several software tools related to the application. These projects were managed using both classical and agile processes.
- In this position I was responsible for annual worldwide training for sales and pre-sales personnel.
- Technical knowledge utilized included Linux (RedHat, SuSE, OEL), SPARC/X86 Solaris, ZFS, NFS, ZFSSA, MySQL, BerkleyDB, PHP, JavaScript, HTML, JSON, Sun/Veritas Cluster, Storage design for performance and availability, anti SPAM/Virus software (Cloudmark, Brightmail), networking (FC, Ethernet, Infiniband), HADOOP, HDFS, Ajax development (DOJO toolkit), Virtualization technologies (VMWare, ZEN), SaaS cloud design for messaging, and a broad range of other enterprise data center technology

VERARI SYSTEMS INC, San Diego, California,
Director, Product Management

4/2004 - 10/2005

- Verari was an HPC hardware/software company focused on the finance, oil/gas, and animation industries. I was responsible for the product management of Verari Systems line of High density HPC/Grid products. My major focus was on high performance computing server/storage clusters.
- Negotiated partnering agreements and managed relationships with third party vendors to introduce more complete technical solutions. These partnerships included Pathscale, Intel, AMD, Infinicon, Microsoft, Redhat and Novell, and a variety of Chinese motherboard manufacturers.

SUN MICROSYSTEMS INC, San Diego, California,
Area Sales Manager, Server Products, Western Enterprise Area

2002 - 2004

- Area sales manager for server products. This product line included small rack mounted servers through the high end server systems (E10K, E15K, E25K). Our specialist team was a pre-sales overlay team for the western United States (Colorado west) with an annual goal of over \$700M.
- I directly managed 17 individuals which included product sales specialists, technical sales specialists and data center architects. They were responsible for identifying and qualifying opportunities, developing and executing go to market plans. The team provided deep dive technical expertise about all Sun products to customers across the western United States.
- My duties included personnel management, program and project management, sales lifecycle management, pipeline management, product sales forecasting to corporate, goal/territory assignments, business development and interfacing with corporate product management as required.
- Technical knowledge included Solaris, Linux, performance/capacity/availability planning, enterprise disaster recovery and business continuity planning.

SUN MICROSYSTEMS INC, San Diego, California,
Director, Enterprise Systems Engineering

1996 - 2002

- In this position, I was fortunate to manage some of the top Systems and Distinguished Systems Engineers at Sun. The team included personnel from the Americas, EMEA and APAC. This was a corporate systems engineering team focused on delivering best practices for the enterprise. I grew this team from 6 employees, to over 50 employees and managed a \$10M budget.
- All of the team's activities were in support of global corporate enterprise server sales, which provided an annual revenue stream of well over \$2B. A typical year found the team helping to close a significant number of multi-million dollar deals.
- A core responsibility was the creation of enterprise best practices. Delivery of this information came through the writing of books, white papers, web articles, direct customer engagements and speaking engagements.
- Technical knowledge included Sun OS internals (x86, SPARC, PowerPC), CPU architectures, C.

SUN MICROSYSTEMS INC, San Diego, California,
District Manager, Systems Engineering

1987 - 1996

- Contributed to the growth of the San Diego/Nevada sales territory from \$4M annually, to over \$80M.
- As a hands on technical manager, I trained and managed eight systems/sales engineers and promoted and enabled the teams significant improvements in productivity.
- Personally attained financial sales goals seven years in a row (SunRise sales club).
- Technical skills included FORTRAN, C, X10.1-X11.2 windows development, Sun OS internals, graphics software/hardware, early adopter of web services, NeWS windowing system, postscript, Bourne Shell, C-shell, Bourne-shell (scripting).

CELERITY COMPUTING, San Diego, California
Systems Engineer/Product Manager

1985 - 1987

- Celerity Computing was a startup company in San Diego developing a high performance workstation based on the BSD operating systems and an early adopter of NFS. In this position I primarily provided direct pre-sales support for Southern California, Arizona and New Mexico. Customers included UCSD, Los Alamos, Sandia Labs and the US Navy (Point Loma). Also provided post-sales hardware support as necessary.
- As a product manager, my focus was on high end graphic terminals.
- Technical knowledge included C, BSD OS internals, NFS, Graphics and graphics subsystems

PRIME COMPUTER INC., Los Angeles, San Diego, California

1981 – 1985

A manufacturer of high performance mini computers

Senior Systems Analyst

- Prime Computers was a Framingham, MA based computer manufacturer of mini-computers. In this position I provided pre-sales technical support and post-sales software support. This included OS diagnostics and patching as needed. Technical knowledge included Primos OS internals, FORTRAN, PL/1, and CPL (Native Primos OS scripting language), Lisp, C, Prime Information, X.25, RJE

SPERRY UNIVAC, Los Angeles, California

1978 – 1981

A manufacturer of mainframes and mini-computers.

Senior Systems Analyst

- My initial role was to live on site at the customer (Rockwell International, Seal Beach), and convert the customers FORTRAN based financial software from an older mini-computer system to the Univac 1100/84 mainframe. Technical knowledge included FORTRAN, COBOL, field data assembler (Field data, a 36 bit word was the native instruction set for the 1100 series). During this time I held a top secret clearance.
- In a subsequent role, I was assigned as project leader tasked with driving the initial deployment of Univac mini-computers into Epcot Center

Education and interests:

- Psychology, San Diego State University, 1974-1978
- Six Sigma Green Belt, 2000
- Project management courses, 2005
- Harvard Business Review Courses 2012/2013
- Member of IEEE
- Member of San Diego's High Tech Marketing Assoc.
- Courses in program management, 1995-2002
- Executive management training, 1996-2002
- Miller Heiman - Strategic Selling, 2002
- Private Pilots Certificate, 1995
- Teaching Credential
- Volunteer NCAA coach at UCSD