

# Christopher G Wagner

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## EXECUTIVE SUMMARY

Experienced customer service oriented Manager seeking a position where I can leverage my experience to increase deliverable quality, efficiency and measurable outcomes for the business. Solid Teamwork and Mentoring competence. Excellent negotiation and relationship skills with the ability to inspire teams to go the extra mile and exceed expectations. Demonstrates excellent communication and problem solving facilitation skills. Exceptional Critical Situation Management proficiency understanding the business impact of an escalation on the company as well the customers.

## Management Experience

Six years of direct technical-staff management, plus 11 years in a matrixed management environment, including continuous improvement of processes and procedures. Responsible for Computer Assembly staff, Service staff, Field Engineers and Sales staff.

## Critical Situation Management Experience

Provide Escalation Support for high priority customer escalations. Initiate and Manage bridge calls and engage the appropriate level of technical support on to the bridge calls as needed. Ensure that on long escalation issues technical experts were rotated out and fresh technical experts were rapidly brought up to speed on the issue at hand. Maintain customer contact and provide updates in a timely manner. Update Sun Management including C-level executives on the status of the escalation. Hold weekly status meetings with area Escalation Management staff to discuss ongoing escalations and close out completed escalations. Hold post mortem meetings with backline technical staff to determine and publish root cause. Publish and track best practices gleaned from post mortems. Work with front line management to resolve any procedural issue that arose from day to day escalation activities. Ensure that hand offs between product engineering support groups went smoothly from time zone to time zone, enabling a follow the sun coverage model. Lead the Escalation managers located in my time zone.

## Project Management Experience

Manage teams ranging from 6 to 20 individuals on various projects. PM (Project Manager) for Oracle's internal SDU (Service Delivery University) portal from conception to production. PM for Sun Microsystems knowledge management tool, taking COTS content management application and modifying it into a knowledge management tool. Manage roll out globally of Sun's KM tool and associated training.

PM for new interactive media knowledge offering. Manage hardware installation projects and teams across the US and Canada. PM for SME (Subject Matter Expert) knowledge recognition initiative. Concurrently manage up to 4 projects.

## Knowledge Management Experience

Responsible for developing Sun Microsystems Knowledge Taxonomy, engage Subject Matter Experts and manage the process of codifying tacit knowledge. Collect business requirements for enterprise wide knowledge management tool. Assist in the design and testing of the KM tool

User Interface. Create a knowledge toolkit for use by Subject Matter Experts in the creation, updating, and retiring of articles. Hold weekly meetings with Technical Support Verticals to plan the most effective ways to turn Service Request outcomes into publishable articles on Sun's external portal SunSolve. Create employee communication to introduce new or support existing knowledge efforts. Perform final review of articles prior to publishing to ensure content did not expose any sensitive company information. Manage Life Cycle of Articles. Consult with onboarding teams when bringing recently acquired companies knowledge into SunSolve. Lead Knowledge Contributors in the management of the team's section of the knowledge base. Ensure that SLAs for knowledge publishing are met, report on SLAs. Serve as an ISO9000 internal auditor.

## **Employment**

### **Project Manager 3 - Serviceability Quality Manager, Programmer/web development**

*Oracle Corporation - San Diego, CA*

2011- 2013

#### **Accomplishments**

- Identified and reduced costs of nearly \$9 million dollars in unnecessary customer field battery replacements for Oracle.
- Identified and reduced in excess of \$7 million dollars spent on unnecessary new parts per year when working parts were incorrectly being labeled as bad, which resulted in new processes and procedures implemented at our Repair Vendor.
- Concurrently managed multiple projects launching Quality Action Teams with the Product Quality Management Team resolving Serviceability issues resulting in a 20% increase in customer satisfaction.
- Managed 2 year Web project from conception through to production successfully.

### **Project Manager 3 - Knowledge Analyst**

*Oracle Corporation - San Diego, CA*

2010 – 2011

#### **Accomplishments**

- Managed project that targeted the reduction of the number of SRs (Service Requests) opened by customers by ensuring that Oracle provided the answers to issues online. Reached 10% or 100,000 Service request reduction goal out of one million service requests per month which worked out to a savings of \$35,000,000.00 per month with an average of \$350 per SR.
- Migrated All Knowledge Articles from Sun Microsystems' repository to Oracle's CRM repository.

### **Program Manager 3 - Knowledge Engineer**

*Sun Microsystems - Broomfield, CO*

2002 – 2010

#### **Accomplishments**

- Increased valid useable published Knowledge yearly exceeding 10% goal year over year.
- Improved publishing rate to over 800 articles from 200 articles per quarter for Solaris Kernel Technical vertical group.
- Improved technical support vertical participation in Managing and Creating knowledge to nearly 100%

- Negotiated Subject Matter Experts and Media Developers participation in a new rich-media technical support content project.

### **Critical Situation Manager**

*Sun Microsystems - Broomfield, CO*

2000 – 2002

### **Accomplishments**

- Kept one of our largest customers, Fidelity investments from pursuing legal action over a critical escalation by rapidly assigning our top technical staff in the solution center and the field to the escalation and achieving a fast resolution.
- Averted losing Cisco systems as a customer by expertly managing a critical escalation that was initiated by a regional vice president of sales. Identified and implemented new best practices and troubleshooting procedures which resulted from the escalations.
- Improved the handoff procedures from one escalation shift to the next, keeping escalations from sitting idle.

## **EDUCATION/Certifications/Associations**

### **Project Management Institute**

Membership # 2926454

Currently attending PMP certification training at San Diego State University College of

Extended Studies

### **Certified Scrum Master #000297846**

*Scrum Alliance.*

### **Regis University**

Denver, CO

Computer science studies focused on Object Oriented application programming.

### **Pacific Coast College**

San Diego, CA

Electronic Technician Certificate