

Chris Thompson

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Summary:

Passionate Product Management professional with over fifteen years software experience in roles that include: Product Management, Sales, Customer Management, Quality, and General Management as they relate to the software and technology market segments. Demonstrated expertise in the following areas:

- Extensive experience creating, launching and supporting complex enterprise projects such as a company knowledge base or product integration (Facebook Open Graph) while managing day to day activities and emergencies. Quick learner.
- Visionary leader, highly collaborative with enterprise and revenue focus. Comfortable leading, teaching & executing.
- Tools expert: Office, Linux, UNIX, Windows XP, Vista, 7, Salesforce.com (SFDC), Word Press, open source solutions.
- Product Management toolkit: Google website optimizer & analytics, Optimost, Omniture (SiteCatalyst & Discover), Waterfall & Agile methodologies, search engine optimization (SEO), Firefox Web Developer toolkit and more.
- High flexibility coupled with strong diplomacy.

Professional Experience:

Move Sales Inc. (Operator of REALTOR.COM®), Campbell, CA (NASDAQ: MOVE)

PRODUCT MANAGEMENT

2008 – Current

- Manage all aspects of REALTOR.COM® consumer experience including social media, product roadmap, reporting, & maintenance. Also managing pay per lead products & CMS tools.
- Larger projects include Bazaarvoice moderation integration to blogging platform & Facebook Open Graph integration
- REALTOR.COM® mobile applications (iPhone, iPad, Droid, Windows 7)

LiveOps, Santa Clara, CA

SENIOR INSIDE SALES MANAGER

2008 – 2008

- Created pipeline for the enterprise on demand call center platform (SaaS) business unit and direct response business unit. Generated \$3M+ in pipeline
- Successfully prospected first enterprise pharmaceutical customer

Saba, Redwood Shores, CA (NASDAQ: SABA)

RENEWAL SALES MANAGER / ESCALATION MANAGER

2007 – 2008

- Managed maintenance customers for all territories worldwide (Market Cap: \$150M)
- Exceeded previous year revenue by at least 20% for three quarters in a row
- Transitioned CRM to Salesforce.com

2006 – 2007

- Managed LMS implementations from the enterprise software support side
- Managed key customer accounts in finance, health, energy, education, and public sector

StarNet Communications, Sunnyvale, CA

SENIOR CUSTOMER SUPPORT MANAGER

2002 – 2006

- Managed all of StarNet's technical issues, with a focus on understanding customer needs and providing solutions
- Consistently met customer satisfaction of 90% or higher (documentation available)

Product & Asset development

- Product Manager for two products (X-Win32, Recon-X)
- Create automated regression tests through skills acquired from previous positions
- Setup first company knowledge base and first triggered customer email campaign

- Managed, maintained, and expanded the X-Win32 help file

Gale Technologies (formerly QuikCycle, Verecomm), Sunnyvale, CA

SENIOR SALES ENGINEER / SUPPORT ENGINEER

2000 – 2002

- Manager all West Technical Sales
- Roles that included professional services, training, and customer support. Promoted to sales engineer in charge of west coast operations for Verecomm in December 2000

Legato Systems (now NASDAQ: EMC), Palo Alto, CA

SOFTWARE QUALITY ENGINEER, SUPERVISOR

1999 – 2000

- Improved product quality, lowered test cycle times, and integrated new features of the product into new and existing test modules. Created a test group web page. Also developed an HTML FAQ file used by customers

Lotus software (now NASDAQ: IBM), Cupertino, CA

SOFTWARE QUALITY ENGINEER

1998 – 1999

KLA-Tencor, Milpitas, CA (NASDAQ: KLAC)

ASSOCIATE TEST ENGINEER

1996 – 1998

Education:

Masters Business Administration (MBA)

Santa Clara University, Santa Clara, CA

- Concentration: Leadership of Individuals & Organizations
- Dean's list recipient

Bachelors of Science, General Engineering

San Jose State University, San Jose, CA

Additional Information:

- EIT certified (California license number: XE104939)
- Extensive Silicon Valley network
- Sample documents and recommendations available by request and online at: <http://www.linkedin.com/in/crthompson>
- Division B amateur bowler