

CHRIS HUDSON

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CAREER PROFILE

Technical enthusiast and business professional with a strong background in customer and partner-facing account management, open source product development lifecycles, leadership, and program management; proven ability to build and nurture lasting relationships, lead teams, know an audience, and drive successful outcomes.

PROFESSIONAL EXPERIENCE

Red Hat, Inc.

Sep 2011 - May 2023

Maintained key Principal roles across organizations at the world's leading provider of enterprise-grade open source software.

Principal Technical Program Manager | Global Customer Success Practices

May 2022 - May 2023

- Led cross-functional team of 10 to develop in-house Customer Health Scorecard product; delivered on-time with constrained budget through an Agile approach, providing new and unique Bayes' theory-based insights for field teams across Experience, Engagement, and Financial pillars
- Developed and led cross-organizational global interlocks, bringing CX, CS, and Services leadership together, resulting in tighter internal synchronization, faster course correction, and improved global CSAT
- Led creation and adoption of a single unified escalation process for global field personnel, cutting executive-level escalations by over 50%

Principal Ecosystem Partner Manager | Partner Ecosystem

May 2021 - May 2022

- Managed relationships with strategic partners from a technical, go-to-market perspective; providing technical and process-related guidance, aligning relevant product team resources where necessary
- Onboarded partner engineers into Red Hat via NDA where deemed necessary to increase collaboration and decrease time-to-market
- Streamlined and brought structure to Not For Resale (NFR) subscription process, creating a much more positive experience for partners while also alleviating various internal pain points

Principal Partner Technical Account Manager & Team Lead | Global Partner Success

Jan 2019 - April 2021

- Built and staffed new Partner Technical Account Management program, successfully onboarding ~40 North America based partners with an initial team of five and growing to >10 during tenure
- Requested to represent CS organization in major oil and gas hybrid cloud initiative between Red Hat, IBM, & Schlumberger, to bring structure and alignment to regional field sales teams globally; Executed successfully through rapid situation assessment and relationship building, followed by regular global syncs and status updates directly to Executive leadership

Principal Technical Account Manager | Global Customer Success

Mar 2013 - Dec 2018

- Maintained 100% TAM retention rate through tenure, contributing to >5 \$10M+ subscription renewals each year
- Promoted from Associate to Principal in ~three years due to a proven passion for driving positive customer experiences through professional engagement execution (QBRs, general proactivity, lunch and learns, one-offs, checkpoints, etc.), rapid escalation resolution/get well plans, confidence, integrity, advocacy, education, and large amounts of empathy
- Forged and nurtured relationships with 20+ strategic customers as an integral part of field account team, spanning Enterprise, Healthcare, US Public Sector, Financial, and Partner verticals while also coaching and mentoring new and aspiring Technical Account Managers
- Served as Identity Management specialist, moonlighting for Consulting at times, leading pre-sales discussions on the topic, and engaging on many engagements considered at-risk

Production Support Team Lead | Global Support Services

Sep 2011 - Feb 2013

- Supported global customer-base via Salesforce, phone, and remote screen sharing, focusing on the identity space; Consistently hit >95% SLA attainment and maintained excellent CSATs while closing 90+ cases/mo
- Assisted in case management and Red Hat knowledgebase workflows, serving as manager on duty during North American support hours, fielding customer escalations as necessary

BCBSNC | Enterprise Security Intern

May 2011 - Jul 2011

- Implemented RBAC via Oracle Identity Analytics to bring granular access controls to network-based resources in line with Infosec team mission

CompuCom | Lead Technical Support Analyst

Jan 2007 - Apr 2008

- Dedicated to Wachovia account and responsible for maintaining 10,000+ servers in national datacenter with a 4hr SLA; 98% SLA attainment achieved

Computer Task Group @ IBM | Associate Software Engineer

Mar 2005 - Dec 2006

- Performed software quality testing on IBM eServer BladeCenter Chassis' and blade servers, automating test preparation resulting in a 300% faster time to test execution

SKILLS

Technical Account Management • Trusted Advisor • Cross-functional Leadership • Customer Success Management • Customer Advocacy • Escalation Management • Open Source Models • Program Management • Product Development Cycles • Presentation Dev & Delivery • Critical Situation Resolution

TECHNOLOGIES & SOFTWARE

Containers (Docker/Podman) • OpenStack • Kubernetes (Red Hat OpenShift) • Linux • Traefik • Databases (MariaDB/PostgreSQL) • Storage (Ceph/NFS/CIFS) • Identity Management (FreeIPA, AD Integrations, LDAP/Kerberos) • PXE/IPMI • DNS Management • Virtualization • Git • Public Cloud (AWS) • Asana, Jira, Smartsheet, Salesforce, Miro

EDUCATION

North Carolina State University - Jenkins Graduate School of Management

Jan 2017 - May 2019

Master of Business Administration (M.B.A.)

Innovation & Marketing Systems Study Abroad - Munich, Germany

North Carolina State University - Poole College of Management

May 2008 - May 2011

Bachelor of Science Business Administration - Information Technology Concentration

Cum Laude, IT Capstone Project Leader

CERTIFICATIONS

Red Hat (111-123-592): Red Hat Certified Architect, Red Hat Certified Engineer