

Christopher Antonelli

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Mr. Antonelli is an experienced, skilled, and passionate business leader with over 20 years of expertise in Program Management, Business Strategies, & Customer Loyalty. He is never satisfied with the status quo and drives operational excellence by pioneering, implementing, & leading key initiatives for Executive Management Teams to help them navigate complex business hurdles and generate significant growth in revenue.

CORE SKILLSETS & PASSIONS

- ♦ Program Management
- ♦ Customer Loyalty
- ♦ Strategic Account Management
- ♦ Team Building & Management
- ♦ Customer Engagement
- ♦ Social Media Management
- ♦ Corporate Strategies
- ♦ Diplomacy
- ♦ Executive Liaison
- ♦ Program Development
- ♦ Business Development
- ♦ Leading In Matrix Environments

CAREER HIGHLIGHTS

EMC Corporation

08/09-Present

Principal Program Manager / Manager, Customer Loyalty

- Managed all functions of Global Customer Loyalty Programs for \$2Billion division, re-engineered processes to scale, & delivered results
- Lead large integration effort for executive staff with a focus on maintaining program integrity, cultivating partnerships, and aligning programs to business strategies
- Designed, implemented, & managed division wide continuous improvement processes
- Program Managed multiple global workstreams to transform business operations metrics to attain efficiencies to scale business
- Responsible for leading planning, defining success, coordinating with executives, tracking progress against goals, and leading ongoing business reviews.
- Organized and lead large event planning team for multiple international and strategic events
- Work with leadership to develop, launch, and maintain success metrics an analytics that validated ongoing continuous improvement processes

Data Domain (acquired by EMC)

10/08-8/09

Senior Program Manager / Customer Loyalty Programs

- Partnered with Senior Management to pioneer new Customer Loyalty Program with a focus to improving operational excellence, increasing revenue & profit
- Pioneered, developed, and implemented multiple business improvements by partnering directly with executive staff, garnering support, & program managing efforts to success
- Lead all functions of vendor relationship including contracts, negotiations, renewals, program, analytics, reporting, and program management
- Managed projects that directly increased customer loyalty and increased revenues

SonicWALL Corporation**07/07-10/08****Customer Assurance Manager**

- Served as global escalation contact for strategic accounts for executive team
- Excelled in mediating high level executive escalations and working cross departmentally to champion issues successfully to closure
- Directly responsible for driving higher customer satisfaction scores by proactively monitoring feedback, working with management on strategies, and driving continuous improvements
- Initiated implementation of technical support tools including departmental procedures, training material, and knowledge base tools

Aventail Corporation**04/04-7/07****Support Account Manager**

- Pioneered new position within company by developing and implementing numerous processes, procedures, and tools for global technical support center. This included customer feedback and reporting mechanisms for executive management
- Lead all strategic partner and customer escalations with responsibility for turning difficult situations into positive outcomes and upsells where possible
- Served as key member of support leadership team that managed the global operations
- Successfully worked cross functionally with numerous teams diplomatically to overcome challenges and roadblocks to minimize customer impact and increase loyalty.
- Proposed and Initiated multiple revenue generating programs that netted over \$400K

ADDITIONAL LEADERSHIP EXPERIENCE**Team Director, SSF, Des Moines, WA**

- Launched new programs from scratch including recruiting key leadership
- Served as a Team Director for group overseeing all functions
- Organized multiple activities and team building programs

Group Coordinator, Life Pacific College, San Dimas, CA

- Pioneered, coordinated and lead college wide group
- Assisted in developing and maintaining small group curriculum
- Rallied volunteers for various large activities and events

HOBBIES AND INTERESTS

Music composition, Coffee Roasting, Blogging/Social Media, & Family Road Trips

ADDITIONAL CAREER EXPERIENCE AVAILABLE UPON REQUEST
REFERENCES AVAILABLE UPON REQUEST