

CHRISTOPHER HECHT

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GLOBAL SALES AND SOLUTION ENGINEERING LEADER

Experienced pre and post-sales leader with an accomplished track record of building high performing technical sales and sales engineering teams, ensuring the timely delivery of product and achieving consistent results aligned with customer's business objectives. Expertise in sales enablement and delivery of consistent and scalable processes in startups, rapid growth, and established enterprises. Positive attitude, intuitive business acumen, and analytical mindset used to identify profitable opportunities, define change, and devise unique competitive advantages.

CORE PROFICIENCIES

Results Driven | Highly Collaborative | Thought Leader | Sales Methodologies | Executive Account Management
Consultative Approach | Self-Motivated | Player Coach | Process Creation and Improvement | Operations
Trusted Advisor | Go to Market Strategy | Sales Engineering | Due Diligence

PROFESSIONAL STRENGTHS

- Known for being a thought leader and effectively communicating and implementing scalable process improvements while remaining customer-focused
- Tremendous collaboration and communication with my team and cross-functional teams
- A passionate hands-on leader known for building diverse teams focused on common goals and overcoming obstacles together
- Major strength in recognizing the needs of the business and crafting innovative solutions and transformational strategies

PROFESSIONAL EXPERIENCE

Yapstone, financial payments for the rental and vacation housing market

2019

VICE PRESIDENT, SOLUTION ARCHITECTURE AND DELIVERY

- Lead and hired all customer-facing field teams including; pre-sales, post-sales (integrations), engagement management, technical account management, and relationship management
- Directly led sales engineering efforts in the first two platform transactions for Yapstone in over six years to Marriott and Choice Hotels
- Reorganized the relationship management and technical account management teams, drove alignment by defining territories, key metrics and began tracking performance indicators while retaining 100% of key employees

WEPAY, a Chase Company

2015 - 2019

DIRECTOR, FIELD TECHNICAL SERVICES

- Expanded the Field Technical Services team and Account Management team from a team of 1 to 18 team members in pre-sales, post-sales (integrations), engagement, and account management
- Worked closely with Finance to reorganize and redesign compensation plans to minimize risk exposure for the Account Management team. Resulted in 100% retention of key individuals while creating a budget to support growth initiatives
- Formalized the Account Management process, including defining sales plays, customer segmentation, and planning activities. The adoption of a single sales play demonstrated an immediate impact in increased transaction processing of 200% when compared with prior months.
- Directed the development of a new integration and certification processes by leveraging custom Salesforce Objects and Salesforce communities; allowing WePay to track and identify integration bottlenecks as well as streamline time to revenue from 200 to 60 days as well as improve launch conversion from 50% to 80% on contracted deals.
- Managed the creation of an internal best practice knowledgebase for integration best practices, minimizing the time for new employees to ramp from 90 days to 30 days

Continued...

Clearstory Data

2015

DIRECTOR, FIELD TECHNICAL SERVICES

- Responsible for the direction of pre and post-sales and management of a national team comprised of sales and data engineers
- Developed and rolled out processes for the management of paid proof of concepts; discovery and data processing templates, scoping documents, kick-off and wrap up presentations
- Led alliance partnership efforts, including co-creation of demonstration assets with Hitachi Data Services, used to identify and prevent sepsis, and efforts with Hortonworks around enrichment of metadata in a co-marketed "Data Lake" initiative

Predixion Software

2014

SALES CONSULTING DIRECTOR

- Brought on board to build a sales consulting team supporting sales, enablement, and data science teams
- Skillfully led Predixion's Gartner "Friends and Family Program" by rapidly implementing solutions and acting as main customer contact with target clients, leading to being selected for the Gartner Magic Quadrant
- Globally developed and delivered partner enablement content to ramp Accenture on our platform, solution, and best practices

Hewlett-Packard Vertica

2012- 2014

SALES CONSULTING MANAGER – WESTERN REGION

- Managed team of eight solutions consultants and one technical account manager in the Western half of the US and Latin America
- Key presenter at San Francisco Big Data Tech Con – 2013 on Vertica's Analytics and our role in a Hadoop ecosystem
- Introduced POC aversion strategies, branded "POC One" through workshops, demonstrations, and benchmarking improving POC conversion from 30% to greater than 80%

Oracle Corporation

2006- 2012

PRINCIPAL SALES CONSULTANT – NORTH AMERICAN TECHNOLOGY ORGANIZATION

- Responsible for architecting solutions related to the Business Intelligence, Database, and related Data Warehousing technologies including Data Integration, Security and Enterprise Management, Big Data, Advanced Analytics, and Engineered Systems
- Pivotal role in business intelligence initiatives for the fiscal year 2010 contributing over \$18M in business intelligence revenue and roughly \$30M in total Oracle applications and technology revenue
- Led BI initiatives contributing to over \$15M in business intelligence revenue and ~\$35M in total Oracle application and technology revenue from Fiscal Years 2008-2009
 - *Awards:* Club Excellence Award Winner 2008; Business Intelligence Solution Engineer for Club Excellence Award 2010; Platinum Summit Solution Engineer Award 2011; Business Intelligence MVP for Western Area 2008; North American Rock Star of the Year 2009; North American Pillar SE 2010 Q3; North American Q3 Team Award 2010; Western Area SE of the Quarter 2011 Q4

Cognos

2005- 2006

PROFESSIONAL SERVICES DIRECTOR – STATE, LOCAL, AND HIGHER EDUCATION

- Managed a team of 3 direct regional managers with 2 indirect managerial reports and over 50 individual contributors and contractors running an average of \$500K of billable consulting services a month into state and local accounts
- Increasingly exceeded all targets for revenue, margin, billable utilization, and license assistance, the largest of which was services revenue attainment that exceeded over 200% of goal
- Created the Higher Education Vertical for services solutions (Campus Intelligence) responsible for the entire United States territory

Additional Experience:

- **PRINCIPAL | EI Partners, Inc., 2004 – 2005;** *Started a consulting and reselling company focused on selling and delivering business intelligence solutions based upon the Cognos and Business Objects product suites. Achieved Gold reseller partner status with Cognos in FY 2004*
- **ENTERPRISE ACCOUNT MANAGER | Business Objects., 2003 – 2004;** *High performing sales contributor for a provider of business intelligence software and services. Managed book of business for named enterprise accounts with revenues exceeding \$1B. Presented as a guest speaker at the University of California Irvine MBA course to discuss the history of the Business Intelligence industry and market trends.*
- **EXECUTIVE BUSINESS INTELLIGENCE LIFECYCLE ADVISOR/ SERVICES DEVELOPMENT MANAGER/REGIONAL SERVICES MANAGER | Cognos, 1999 to 2003;** *Created and enhanced the post-sales methodology for providing a uniform, global approach to the consulting process. Achieved 136% revenue against a \$5.5M quota. Awards: Cognos Services Rookie of the Year 1999; Western Area Creative Solutions Award – 2000, Four-time recipient of Western Area Monthly Service Award*

EDUCATION**Bachelor of Arts in Political Science, Concentration: International Relations-** University of California, Los Angeles