

Carl Knerr

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PROFILE An inquisitive and determined technologist at heart, I have earned a reputation for growing revenue, reducing costs, and driving adoption through analysis of processes and technologies, followed by concise communications and action. I am comfortable whiteboarding with architects, building PowerPoints with Marketing, or speaking in front of thousands. I am passionate on innovating by making solutions valuable to the market.

EDUCATION

- Worcester Polytechnic Institute - Master of Business Administration (2014)
- Duke University - BA in Computer Science; Minor in Management (2001)

PROFESSIONAL EXPERIENCE **Global Director of Channel Strategy and Programs – Avaya (2017 – Present)**
Responsible for growing Avaya’s business through Channel (VARs, SI/SPs, and Distributors) programs.

- Lead a 15-member organization dedicated to the Avaya Edge Channel Program
- Global ownership for channel programs regarding growth, cloud, services, new logos, demand generation, etc.

Global Director of Services Adoption – Avaya (2013 – 2017)

Responsible for growing Avaya’s business (product, support services, professional services, managed services, and cloud services) through better services offers, partnership models, financial models, and end-customer experiences.

- Lead an 11-member team that enables a \$1.4B business unit
- Developed Global Services Channel programs driving revenue targets, delivery processes, and compliance
- Leadership role in transforming the quote-to-cash-to-renewal process, simplifying offers, and improving ease of doing business
- Improvements and oversight of marketing, competitive analysis, process, etc.
- Doubled customer adoption of Avaya’s remote connectivity technology
- Sought after presenter for keynotes and small meetings
- Social media contributor and thought leader ([Twitter](#) & [Avaya Blog](#))

Director of New Product Introduction & Serviceability – Avaya (2010 – 2013)

Led a global team responsible for product serviceability and the overall readiness of the Avaya Services organization. Focused on ensuring global profitable revenue growth, quality, and customer satisfaction as a voting member for product portfolios phase gates.

- Tripled the measurable efficiency of 40-member team
- Created and led a first-in-industry video-based knowledgebase with 1.7 million views and 60k hours watched (<https://youtube.com/avayamentor>)
- Identified +\$100M in proven product improvements, implementing \$50M
- Drove significant quality improvements in go-to-market processes.
- Led operations for an organization of 400+ people

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PROFESSIONAL EXPERIENCE Senior Manager and Change Agent – Avaya (2006 – 2010)

Change agent responsible for driving organizational transformation, including lab management, production IT support, user support, serviceability initiatives, and Agile software development and portfolio management.

- Reduced software development & testing organization operational overhead from \$32M to \$16M while maintaining output by moving from waterfall to agile and increasing offshoring from 5% to 55%
- Transformed a customer support team to reduce closure time from 78 days to 2 days, critical response times from 6 hours to 1 hour, cut the backlog in half, and introduced knowledge management.
- Reduced lab costs and cycle time by 80% each by moving to a virtual environment-as-a-service model

Program Manager – Avaya (2005 – 2006)

Planned, budgeted, and oversaw Avaya's largest multi-site complex customer engagements worth over \$3 million a year.

Senior Software Engineer – Avaya (2001 – 2005)

Provided 24x7 support to non-R&D organizations, as the global expert in chat and email contact center technologies for the Interaction Center product. Developed code fixes (patches) in C++ and Java.

Communications Analyst – Duke University Medical Center (1998 – 2001)

Redesigned, implemented, and documented the network infrastructure.

- ## VOLUNTEER EXPERIENCE
- Advisor and Speaker for WPI Undergrad & Graduate Telecom Classes (2014 - Present)
 - Member of the Board – The Hartsbrook School (2017 – Present)
 - Leader of Family Association – The Hartsbrook School (2016 – Present)
 - Technology Advisor to the Mayor of Northampton, MA (2013 – 2015)
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- ## SPEAKING & PUBLICATIONS
- Avaya Engage (IAUG) Conference Plenary and Breakout Speaker (2015-2018)
 - [Avaya Corporate Blog](#) (2013-2016)
 - Technology Services World Breakout Speaker (2013-2014)
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- ## HONORS & AWARDS
- Avaya Client Services Leadership Award recipient (2017)
 - Avaya Client Services Leadership Award recipient (2016)
 - Avaya Client Services President's Award recipient (2012)