

Carl Knerr

Northampton, MA • 01060 • **Mobile** +1 (413) 923-4644 • **Email** carl.knerr@gmail.com • **LinkedIn** www.linkedin.com/in/cknerr

About Me

I solve problems: go-to-market problems, revenue problems, operational problems, organizational problems, even software bugs. I'm not content with the status quo. I am comfortable whiteboarding with architects, building PowerPoints with Marketing, interacting with CxOs, or speaking in front of thousands. I am passionate about innovation 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

- Senior Director of Channel Operations - Avaya** 2017 – Present
- Growing Avaya's global business through programs, sales operations, and go-to-markets.
- Leads global channel sales operations
 - Leads global team managing programs driving growth, SaaS, cloud, and new logos
 - Business development & strategy
 - Sales enablement
 - Led Channel Distribution Sales for the US and Canada
- Director of Services Adoption – Avaya** 2013 – 2017
- Grew global business through better offers, partnerships, and customer experiences.
- Doubled customer adoption of Avaya's remote connectivity technology
 - Transformed the quote-to-cash process and simplified offers and processes
- Director of New Product Introduction & Serviceability – Avaya** 2010 – 2013
- Led a global team responsible for serviceability & readiness of Avaya Services, tripled efficiency, implemented \$50M in improvements, and created first-in-industry video-based knowledgebase with 4M views.
- Senior Manager and Change Agent – Avaya** 2006 – 2010
- Change agent responsible for driving organizational transformation to an agile approach, cut R&D overhead in half, and reduced support ticket closure time by 4,000%.
- Program Manager – Avaya** 2005 – 2006
- Planned, budgeted, and ran large multi-site complex customer engagements.
- Senior Software Engineer – Avaya** 2001 – 2005
- 24x7 support and bug fixes to leading multi-channel contact center product C++ and Java.
- Communications Analyst – Duke University Medical Center** 1998 – 2001
- Redesigned, implemented, and documented the network infrastructure.