

DANIEL HINOJOSA San Jose, CA 95130 408.874.6825 Daniel@RNDH.Org

QUALIFICATIONS: Proven excellence in broad-spectrum communications (customer, team, developers / spoken, written, and persuasive presentations) and building communities. Bilingual: Fluent in Spanish.

Outstanding depth in:

- Customer satisfaction and problem solving.
- Presentations; conference ([Ontario LinuxFest 2008](#), [FSOSS](#)), sales, internal analysis.
- Team management, employee retention, and organizational communication.

“Daniel’s work ethic, knowledge and professionalism are second to none. He inspires confidence in his team and his clients.”

KEY ACCOMPLISHMENTS

- Managed accounts valued at over \$25M, over 20 customers, US and Asia Pacific.
- Managed team supporting a user base of 2.3M users, maintaining less than 24 hour response for 2 years (SF.net).
- Facilitated 80% improvement in software development cycle / \$430k savings per year for the team (HP).
- Multiple awards and stock grants for excellent performance, cross team, and organizational contribution.
- Pioneered utilization of the Internet for support solutions at Hewlett Packard (circa 1990).
- Completed 100% rewrite of site documentation in 3 weeks (SF.net).

SKILLS

Management: Accounts, people, multiple projects, schedules, contracts, vendors, remote teams.

Technical support: Developers, users, applications, large web site (SourceForge.net).

Tools: Various web servers, databases, applications servers

Presentations: Customers, user groups, developers, executives, trade shows, training, classroom, one-on-one.

Communications: Interpersonal, technical, business.

Technical: Systems administrations, database, network, Java, multiple applications.

“Daniel helped my teams by giving us important feedback during development and enjoyed helping steer the product direction.”

EXPERIENCE

Customer Advocate

[VCE](#) San Jose, California

2011 – Present

- Contribute to closing sales of over \$1.5M in the first 8 months.
- Deliver organizational value proposition to customers and *all* VCE sales teams, parent companies, and partners.
- Managed accounts valued at over \$25M (over 20 customers) in western United States and Asia-Pacific, Japan.

Sr. Manager Support

[SourceForge.net](#) Mountain View, California

2007 – 2010

- Built the first fully staffed support organization at SourceForge.net (Web, email, IRC).
- Grew support process via IRC to include community contribution during non-business hours.
- Responsible for business intelligence regarding project teams; saved notable projects from leaving the site.

“He’s built excellent contacts within our community of over two million users and served well the needs of our broader community.”

Manager, Customer Support

[Axeda / Qestra Corporation](#), Redwood City, California

2004 – 2007

- Improved support response time by 65% implementing web based call-tracking system.
- Built excellent customer relationships and facilitated new sales due to strength of support.
- Built a 24x5 support operation including support team members in India.

Thinking outside the box since 1990.

“He is very good at diffusing volatile situations, and was instrumental in increasing customer satisfaction for internal and external customers.”

Client Services Manager

[ScImage](#), Inc., Los Altos, California

2003 – 2004

- Increased customer satisfaction in 8 months.
- Improved team morale in 6 months.
- 100% success in meeting customer commitment.

Technical Support Manager

[Manage.Com - Cogency Software](#), San Mateo, California

2000 – 2002

- Designed and implemented support programs for global 24x7 coverage with existing resources.
- Managed successful timely resolution of escalations, developed cross-functional leadership to resolve escalations.
- Guide continual improvement of software development by developing road-map of metrics to executive management.

“What sets Daniel apart is his ability to work with emotional maturity, stay focused, and resolve the situation.”

R&D Program Manager

[Agilent Technologies Company](#), Santa Clara, California

1999 - 2000

- Delivered 20% productivity increase by using quality metrics to guide continual improvement of processes.
- Facilitate teamwork environment by creating peer recognition program for department.
- Managed 100% support coverage for global customers in a 24x7 environment.

“He is an excellent manager of people - leading them to deliver their best and effectively managing through problems and issues.”

Pre-Sales Technical Consultant

[Hewlett-Packard](#) Mountain View, California

1997 - 1999

- Executed benchmark tests and developed sales collateral representing results.
- Partnered with Synopsis to provide solutions in a growing HP-UX development environment.
- Co-authored a re-write of the [HP-UX Kernel Tuning and Performance Guide](#).

EDUCATION

Currently enrolled, [San José State](#) - BA Communications, Junior. GPA 3.58.

Electronic Technicians Certificate, [Palomar College San Marcos CA](#)

“He is an effective communicator and works well to analyze the needs of others, surfacing those needs in an actionable way to the right people.”