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Top Skills

Telecommunications

Wireless

Management

Chris Felix

Exec Sales + Operations • Corporate/Government/Retail •
Translating company strength via customer + employee experience
Baltimore, Maryland Area

Summary

I love when people say, "You can't control this."

While I know you can't control everything, the mindset of, "we're not going to have a bad customer experience," propels me forward.

I make it my mission to understand the situation and create the opportunity to get it where we need to be.

Most recently, I assumed leadership of a collection of channel silos led by a fragmented leadership team. My job was to regain employee trust, then unite and motivate them as a team to deliver an exceptional experience for both the customer and employee.

► In just 2 months, after a series of well-planned and executed initiatives that the employees rallied around, we achieved the highest-ever customer satisfaction rating and were on track for a \$2.7B EBITDA goal by year-end.

An aggressive problem solver, I am enthusiastic to try new initiatives, fail, and try again. No employee will ever doubt my commitment to their individual and the company's success: I ask for employee feedback every step of the way, ensuring victory is never a surprise.

A few years ago, I took the helm of a region with revolving-door leadership and charted a culture and performance transformation. I led from the field, working with my leaders and employees shoulder-to-shoulder, ensuring every single employee knew what they needed to accomplish to achieve success, and that they would be fairly compensated and recognized for their achievements.

► Results included higher-than-company-average margins, highest market share and highest customer satisfaction.

Moreover, in every situation, I make it my mission to fully empower a motivated, educated and listened-to workforce. My sincere desire is to catch employees doing something good – this passion for my employees' success is reciprocated by their active desire to do better for me; and, as a result, for the company.

I welcome connections; send an invite to chrisjfelix8@gmail.com.

Experience

Sprint

Vice President & General Manager, Government Solutions

November 2017 - Present

DC Metro Area

Verizon Wireless

16 years

President | Washington DC, Maryland, Virginia Region

June 2015 - December 2015 (7 months)

CHIEF IMPACT: EBITDA revenue increase with double-digit EBITDA margin after coalescing disconnected region, including launching One Region, One Reason mission focus on quality growth, customer retention and community involvement. Blunted competitive pressure, eliminated silos, rebuilt fragmented leadership team and regained employee trust.

WHO I LED: Staff of 2,000, through P&L Leadership of sales, marketing, PR, service, administration, operations, finance, IT, data solutions/engineering. Continued sales growth in retail, indirect, commercial and Federal channels delivering superior customer experience to 6.6 million regional subscribers.

► Sampling of Bottom Line Influences + Impacts

- Highest regional customer satisfaction rating.
- Highest net promoter score.
- (on track) \$2.7B EBITDA (from \$1.9B)

- 60+% (from 47%) net promoter score.

- 4 new company-owned stores.

President | Upstate New York Region

2012 - 2015 (4 years)

CHIEF IMPACT: Business trifecta: highest market share, highest EBITDA / net revenue margin and highest customer satisfaction each year, after transforming demoralized team into a region with deserved swagger. Top regional VP in Northeast, earning 1 of 7 career president cabinet wins.

WHO I LED: Staff of 1,200 in sales, service and marketing accountable for customer experience of more than 3.4 million subscribers. Retail, indirect, commercial, local government sales + distribution channels with full P&L, budget and administrative accountability.

► Sampling of Bottom Line Influences + Impacts

- 33% revenue growth while cutting costs.
- 64% EBITDA margin (highest in company).
- 57+% market share capture (exceeding all other regional carriers).
- 50% reduction in customer wait time.
- 12% jump in net promoter score.
- Commanding local presence through multiple competitive wins.

Vice President | Federal Government Sales

2009 - 2012 (4 years)

CHIEF IMPACT: First formal Federal program (including sales function and team), positively positioning Verizon Wireless in Federal government sector, networking at highest levels. Consummated contracts with FBI, Secret Service, GSA, the Department of Commerce and the Department of Defense.

WHO I LED: 200+ direct employees, coordinating efforts of 2,800 sales representatives in 21 regions.

► Sampling of Bottom Line Influences + Impacts

- 3rd in revenue (from 29th) – most successful carrier in market space.
- 74% share capture of contract spend

Director – Store Sales and Operations | Washington DC, Maryland, Virginia Region

2006 - 2009 (4 years)

Maryland, Virginia, DC

CHIEF IMPACT: Most motivated store channel in Verizon, cultivating solutions-focused culture and leading company in new product, high-tier price plan and data adoption sales. Named top store director / Northeast in President's Cabinet award recognition.

WHO I LED: 1,800 employees and 11 District Managers operating 132 retail stores in Washington, DC / Maryland / Virginia region. Sales, revenue, cost management and overall operations leadership.

► Sampling of Bottom Line Influences + Impacts

- 15 new store openings, orchestrating production from market analysis through to staffing and location.
- 2-week pre-holiday employee recognition and appreciation program initiated.

Director | Federal and Corporate Sales

2000 - 2006 (7 years)

Maryland, Virginia, DC

CHIEF IMPACT: Rapid growth balanced with operational execution during heady period of industry innovation involving Verizon's wireless joint-venture start-up.

WHO I LED: 17 sales teams in Washington, DC, Maryland and Virginia region. Exceptional sales and revenue performance across multiple channels. Corporate and Federal sales, contract management and compliance processes + operations.

► Sampling of Bottom Line Influences + Impacts

- \$428M in 1st 3 quarters, 2015 (\$1B over a lifetime)

- 100,000+ new subscribers via disciplined framework.

Prior Experience: Verizon Wireless: Director – Corporate and Indirect Channels | Carolinas Region ▪ 1999 to 2000 | Bell Atlantic Mobile: Associate Director – Corporate and Government Sales ▪ 1996 to 1999 | Bell Atlantic Mobile: Sales Manager – Corporate Sales ▪ 1992 to 1996 | Bell Atlantic Mobile: Account Executive – Corporate Sales ▪ 1988 to 1992

Education

James Madison University

Bachelor's Degree, Business Administration, Management and Operations · (1983 - 1987)

Verizon Executive Education