

# Chris Hamilton

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## Professional Summary

Seasoned operations and transformation leader with over 20 years of experience driving strategic initiatives, managing large-scale service delivery teams, and leading cross-functional transformations for Fortune 500 clients. Proven expertise in operational excellence, P&L ownership, cloud and software deployment strategies, and AI-driven service innovation. Adept at designing and executing scalable solutions that improve customer experiences, increase profitability, and modernize enterprise services. Recognized for mentoring high-performing teams, influencing senior stakeholders, and delivering measurable business outcomes. A trusted executive presence and keynote speaker with a strong record of client engagement, innovation, and continuous improvement.

## Core Competencies

Operations Strategy • ITIL Certified • P&L Management • Enterprise SaaS Deployment  
• Cross-Functional Team Leadership • AI & Automation • Customer Experience (CX) • Scaled Service Delivery • Revenue Growth • Cost Optimization • Change & Transformation Leadership • Mentorship

## Professional Experience

### HP, Inc.

#### Sr. Manager (Director track), North America Technical Consulting, 2022-Present

- Leader for hardware and software technical implementation practice for North America for direct and indirect contractual and transactional customers.
- Led transformation modernizing the technical consulting practice to align to customer and market requirements while enhancing overall customer experiences.
- Driver for learning and development strategies around cloud, security, architectural designing and customer navigation for Professional Services Technical Consultant team members globally.
- Cultivated strong partnerships with an array of leaders within Digital Services, Steady State, and Vendor partners which allows for a heavy influence of proposed strategies and tactics around software.
- Manage and monitor deployment project budgets through consistent work breakdown structure reviews and costing rationalization to drive strong headcount rightsizing strategies.

#### Interim Director, North America Transition Services, 2021-2022

- Named as the HP North America Transition practice head (100+ FTE) after three months of experience within HP as a manager.
- Orchestrated overall practice execution including overall financial performance on cost management and TCW conversion through effective service activation strategies.
- Owned executive communications effectively communicating service and solution activation performance along with forecasted revenue from services activated.
- Coach to multiple ICs sharing best practices on personal branding, self-confidence, and the HP Way.

#### Manager, North America Transition Services, Project Management, 2021

- Directed the project management practice tasked with deploying services and solutions sold through direct and channel customer engagements in North America (20 + FTE).
- Effectively operated the PM practice achieving overall time to revenue goals while also maintaining project budget goals with 96% effectiveness.
- Implemented standard PM framework utilizing standard PMBOK philosophies and practices to drive strong customer experiences.
- Consistently engaged with customers as a project sponsor to ensure a high level of customer success and to ensure project inhibitors were identified and removed as quickly as possible.

## **Ricoh USA, Inc.**

### **Director, Managed Print Services Strategy and Delivery, 2018-2021**

- Created and maintained the strategy for the collection of services and solutions that fall under the umbrella of Managed Print Services for Ricoh USA representing a \$1.2B book of business.
- Designed and led multi-year roadmaps to drive modern portfolio capabilities across direct and indirect routes to market globally.
- Lead collaboration with sales teams and analyst relations to understand the voice of the customer and the voice of the field so services and solutions continue to be best in class.
- Oversee the Managed Print Services delivery teams in North America and Latin America to ensure services/solutions are delivered in accordance with the established strategies.
- Grew total addressable MPS market presence by 7% over previous year surpassing total industry forecasted CAGR.

### **Principal Consultant, Analytics Practice, Enterprise Services Sales, 2016-2018**

- Co-Creator for the Ricoh Analytics global service offering.
- Leader in re-engineering client processes and technology to provide cost effective solutions through impactful data visualization and data mining techniques.
- Drove \$12 million in annual revenue (40-45% GP) for North America in working closely with sales leadership and sales engineering to design analytical services that bring value to enterprise customers.
- Responsible for identifying and championing the need for appropriate process improvement perspectives in business discussions and projects.

### **National Operations Manager, Enterprise Services Delivery, 2010-2016**

- Operational lead for overall management and execution of contracts driving \$50MM in annual revenue and 111 total FTEs in managed services throughout the country.
- Key contributor in pre-sale strategy with various executive level presentations and strategic planning sessions.
- Drove the implementation of the core team processes through project charters and ongoing tracking tools to ensure cost savings projects reach projected savings targets and SLAs are achieved.
- Delivered \$122M in customer savings through reduced TCO and waste elimination strategy efforts.

### **Business Analyst, National Strategy Team, 2009-2010**

- Spearheaded multiple document workflow projects in identifying opportunities for workflow improvements.
- Implemented cost savings solution across client landscapes through the elimination of wasted print, process improvement, and digital workflow behavior modification.

### **Service Delivery Manager, National Strategy Team, 2006-2009**

- Monitor service levels daily in conjunction with client support desk and work with local field service managers on escalations and SLA adherence.
- Led the data analysis on an array of endpoint devices across the client enterprise. SQL DB admin.

## **Education & Certifications**

- Bachelor of Science, Operational Management, University of Phoenix
- Associate, Computer Programming & Applications, Brown Mackie College
- ITIL Foundations Certification
- Actively pursuing PMP certification

## **Leadership Recognition and Milestones**

- Named HP interim Head of North America Transition practice, 2021-2022
- HP Trailblazers Leadership Program successful completion
- Co-Creator and SME for Ricoh Analytics service offering
- Ricoh 2013 Global Minori Award Winner from Japan for business growth contributions
- Ricoh Way 2018 global finalist for innovation and creative thought
- Ricoh field support team member of the year 2012 & 2013, team member of the quarter four times