

Kristian Freel

San Diego, CA

www.linkedin.com/in/kristianfreel/

[619.261.7119](tel:619.261.7119)

kristian_freel@yahoo.com

Collaborative Solutions Engineer

Translate Complex Technical Requirements and Drive Customer Success

Certified and award-winning IT Project Management and Consulting experience with a strong history of managing multimillion-dollar technology deployments. Expertise in Solutions Architecture, Implementations, and Managed Services.

Core Competencies

VMware, Salesforce.com, Microsoft, Apple School Manager, Active Directory, Google Workspace

Professional Experience

T-MOBILE, San Diego, CA

2016 to Present

Technical Account Manager / Solutions Architect / Associate Sales Engineer

- Designed and managed deployment of Omnisia MDM / VMware, supporting Google, Apple, and T-Mobile network services.
- Supported more than 50K mobile devices by managing solution for over 200 locations and scaling the MDM.
- Built and led e-learning programs that drove strong end-user adoption of mobile device management platforms.
- Resolved issues and optimized systems to keep operations running smoothly by supporting customers after implementation.
- Provided sales support for new product sets, including push-to-talk, cybersecurity, and Google solutions, and coordinated Customer Success initiatives with vendors, ensuring customer satisfaction.
- Presented enterprise mobility solution at annual customer events, securing dedicated vendor Customer Success Manager support at no additional cost and increasing overall account value.
- Advised on vendor management strategy for multi-line solutions supporting banking and finance clients, improving governance and service alignment.
- Scaled MDM solution from 8 locations / 3K devices to 200 locations / 50K devices, enabling enterprise-wide adoption and operational efficiency.
- Streamlined support operations and improved service delivery by leading implementation of ticketing system, transitioning from customer-facing email to structured workflows.
- Managed \$32.5M in mobile assets with \$1.25M+ average monthly recurring revenue, ensuring performance, reliability, and customer satisfaction.

IT Consultant, San Diego, CA

2014 to 2016

Key Customers: Cubic, 4TelecomHelp, Avotus

- Managed IT support for global DoD and civil transportation projects.
- Led implementation of data center safety and compliance standards, strengthening regulatory adherence and reducing operational risk.
- Provided project management support for deployment of complex network technologies, helping ensure projects were delivered on time and within scope.
- Directed pre-sales campaigns, presentations, and marketing activities, generating client interest and new business growth.
- Re-engineered and organized IT service desk inventory from fragmented state, streamlining equipment tracking and expediting fulfillment of customer requests, improving end-user satisfaction.

CASS INFORMATION SYSTEMS, Greenville, SC

2012 to 2014

Western Regional Manager for Western US

- Managed RFP responses and developed strategic proposals that improved network expense control, strengthened security processes, and maximized profitability.
- Oversaw cross-functional delivery of integrated HRIS, accounting, and MDM solutions, enhancing operational accuracy and onboarding speed while maintaining post-installation accountability for sustained client success.

CASS INFORMATION SYSTEMS (Continued)

- Negotiated contracts, including SLAs, performance metrics, and delivery, strengthening accountability and protecting margins.
- Increased territory revenue by 42%, scaling monthly recurring revenue to \$1.5M through growth and retention strategies.
- Transformed distressed Western US territory into high-performing region by stabilizing operations, rebuilding customer trust, and restoring revenue momentum.

PROFITLINE, San Diego, CA

2011 to 2012

Sales Engineer

- Delivered technical support on sales calls and hosted webinars on mobile technology, TEM, and sourcing, increasing client engagement and driving higher-quality pipeline.
- Developed webinar content that generated strong client interest and significantly improved response rates, ultimately quadrupling customer engagement.
- Maintained website platforms, content updates, and server performance, confirming reliable client access and supporting ongoing marketing activity.
- Spearheaded network sourcing and inside-sales initiatives, optimizing RFP processes and lead management to capture a 25% increase in closing ratios while maintaining 100% customer retention.

LEVEL 3 COMMUNICATIONS, San Diego, CA

2009 to 2011

Account Director

- Ensured profitability of data-center builds by controlling fiber construction costs and optimizing network-gear installation plans.
- Partnered with enterprise and startup clients to build IT budgets and analyze site requirements, improving financial planning and accelerating network deployment decisions.
- Acquired new clients and managed active-account revenue, finishing in the top 10 for Q3 and Q4 sales performance while maintaining SLA compliance across all accounts.

Additional Relevant Experience**CYPRESS COMMUNICATIONS, San Diego, CA, Channel Manager****VERIZON (WorldCom & affiliates), Multiple Cities, Project Manager / Sales Manager / Senior Account Executive****Education**

Masters of Science (MS), Cybersecurity and Information Assurance, Western Governors University, Salt Lake City, UT
Candidate, February 2028

Bachelor of Science (BS), Business Administration and MIS, The Citadel, Charleston, SC
Gold Star Award for Academic Excellence (3.7 GPA +)

Certifications

CompTIA Security+, 2026 | ISC2 CC, 2026 | Marine Corps Leadership Training | CompTIA Network+, CIAT, 2016 | CompTIA A+, CIAT, 2016 | Cisco IT Essentials, SDCCD, 2015 | Six Sigma Greenbelt Training, SDSU, 2013 | Siecor Fiber Splicing Certification, 1997
Maas360 Mobile Security and Management Credential | Ivanti Accredited Sales Professional | Google Workspace

Memberships

San Diego Citadel Alumni Club, President, 2012 - 2014, Vice President, 2010 - 2012

- Increased Membership by 300%
- Organized inaugural Alumni Golf Tournament
- Raised and led scholarship funding initiatives for minority cadets
- Achieved Gold Star Club Status for over achievement of expectations