HENRY C. WATSON, II

Director-Ready

Technology Operations | Customer Success Enablement

📍 **Atlanta, GA** (Relocating to **Houston, TX**)

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EXECUTIVE SUMMARY

Director-ready technology operations and customer success leader with enterprise-scale experience owning North America service delivery, cross-functional execution, and operational risk mitigation. Proven ability to stabilize complex SaaS environments, lead multi-team initiatives, and translate strategy into disciplined execution across service, finance, and customer operations. Trusted partner to senior leadership for escalation management, performance visibility, and revenue protection in high-growth and transformation contexts.

CORE CAPABILITIES

Technology Operations Leadership	**Process Architecture & Automation**
Customer Success Enablement	**Operational Reporting & Insights**
Systems Design & Integration	**Cross-Functional Program Leadership**
Service Delivery Optimization	**Change Management & Adoption**

TOOLS & PLATFORMS

Customer, Support & Service Operations
Salesforce · ServiceNow · Zendesk

Identity, Access & IT Operations
Active Directory · Role-Based Access Control

Business Systems & Internal Enablement
Zoho · Microsoft Power Platform · SharePoint

Enterprise & Operational Foundations
SAP · Asset & Inventory Systems

Automation, Reporting & Visibility
Power BI · SQL (reporting & analysis)

Commerce, Web & Brand Operations
Shopify · Web Platforms · Domain & Hosting Management

PROFESSIONAL EXPERIENCE

Service Delivery & Operations Leader
MICHELIN Connected Fleet | Oct 2023 – Nov 2025
- Led North America service delivery and operations for a global fleet management SaaS platform, serving ~5,000 customer accounts and acting as primary escalation point for complex operational, customer, and financial issues.
- Managed five cross-functional teams (20 staff) and directed a 25-person recovery initiative, coordinating execution across sales, operations, and finance with regular leadership alignment.
- Owned escalation management, operational risk tracking, and executive reporting for the Director of Customer Experience and VP of Operations.
- Established performance visibility across agent productivity, service risks, and operational irregularities to support leadership decision-making.
- Recovered $3.5M in bad debt by aligning service delivery, account strategy, and financial operations.

Owner & Principal Consultant
NextBranch Solutions | Jan 2025 – Present
- Founded and operates a technology operations and enablement consultancy.
- Partner directly with executives to simplify complexity and stabilize execution.
- Design integrated operating models across customer success, support, analytics, and automation.

Founder & Operator
4 Tha Streetz | Sept 2025 – Present
- Built and operate a consumer brand with full ownership of operations, systems, fulfillment, vendor management, and customer experience.
- Designed scalable operational processes across marketing, supply chain, and customer support.

Technical Support Team Lead
Medtronic – Gastrointestinal Division | Oct 2018 – May 2021
- Led technical support operations within a regulated medical device and software environment.
- Architected workflow improvements that increased efficiency by 20%, improved resolution rates by 15%, and enhanced cross-team collaboration.
- Supported 7-figure revenue growth through improved operational execution and service consistency.

Campus IT Manager
Herzing University | Dec 2016 – Oct 2017
- Directed campus IT operations including systems upgrades, service delivery, and end-user support.
- Streamlined onboarding and support processes, significantly reducing recurring issues by 20% and support volume by 33%.

System Administrator II
U.S. Air Force (Enterprise Environment) | Sept 2011 – Mar 2015
- Administered mission-critical systems in secure, highly regulated environments.
- Managed infrastructure operations, access controls, system upgrades, and operational continuity.

EDUCATION

Bachelor of Science, Computer Science
Southern University and A&M College

CERTIFICATION

ITIL Foundation (v3)

RECOGNITION & LEADERSHIP

- Recognized repeatedly for leading high-impact initiatives improving service delivery, system clarity, and cross-functional execution during periods of growth and operational change.