

BIORAPHICAL INFORMATION – Paul M. Charlson

Paul M. Charlson is an experienced engineer and business executive. He has over 30 years of progressive experience including all phases of **product development, program/project management** and **system compatibility test**, and possesses significant skills in **new product development, customer service and support, new business development**, and **budget forecasting and management**. He has held executive assignments with two large multi-national corporations.

Charlson obtained an AS degree from North Iowa Area Community College and a BS in Mechanical Engineering from University of Minnesota through IBM's sponsored Undergraduate Education Technical Program.

In 1966 Charlson began his career with **IBM** in Rochester, MN as a **mechanical designer**. His career progressed through a number of assignments as a **designer, engineer, manager, senior manager and executive**. As a technical contributor Charlson holds multiple patents and invention disclosures and received a number of corporate technical awards.

Charlson spent much of his career in **disk drive development**. He managed design teams on four development projects including IBM's first 3.5 in. disk drive, before taking a new assignment in disk drive **qualification of vendor disk drives**. He helped establish the qualification process and as a result aided the new disk drive industry in maturing with quality products.

In the early 1990's IBM began selling their disk drive products to other system manufacturing corporations. With a strong background in vendor disk drive qualification in IBM systems, he was asked to set up a disk drive/system compatibility laboratory to test IBM drives in customer systems. The result became the IBM System Integration Test Laboratory, commonly called the SIT Lab. Charlson **managed the SIT Lab** and as it grew in size and importance to IBM, he became the executive of the organization. The SIT Lab was a world-wide organization with responsibility for **product warranty, RMA, technical phone support, product quality and reliability**.

In 2003, IBM sold the Storage System Division to **Hitachi Corporation** which merged products of the two disk drive corporations. Charlson retired from IBM and signed up for a three year agreement to **management the SIT Lab for Hitachi**. His task was to reduce a combined total of seven (7) integration labs to three (3) cost efficient labs. The successful outcome had capital expenditures, depreciation, and total budget below the pre-merger target budgets.

Charlson developed a reputation for being a consistent, decisive, goal oriented leader, demonstrated ability to handle pressure situations and manage numerous project simultaneously in a highly complex environment. He is known for building strong relationships with customers, supplier/vendors and is creative in resolving conflict. Charlson retired at the completion of 36.5 years with IBM and 3.5 years with Hitachi.