

I had the pleasure of working alongside Geoffrey for two years. Geoff started the role about two weeks before me and was gracious enough to share the resources and key learnings that he had collected to help streamline my own onboarding experience.

From the Program and Renewal Proposals that were put together, it was clear that Geoff takes his time to seek to understand not only what technology the customer is using, but the *why* behind it. *Why* is the customer using Dynamics 365? *Why* do they need a streamlined sales and contract generation process? What will the impact be to not only the customers' sales and IT teams, but how will it impact the sales process for field sales representatives and the customer experience? This is key information that is typically skipped over by other Account Managers, but it allows Geoff to consistently create comprehensive and compelling Program Proposals.

As a teammate, Geoff was always willing to listen with *intention* and provide valuable constructive feedback. He takes the time to review consumption metrics and introduce internal marketing resources to help his peers gain a deeper understanding of their customers. It is clear that his actions are thoughtful and genuine in everything that he does. I am happy to see him progressing in his career, but will miss him as a teammate.

A handwritten signature in black ink, appearing to read 'Michele Sturges', with a long horizontal flourish extending to the right.

Michele Sturges

Customer Success Account Manager

Global Account Delivery Management Team

Office: (425) 704-3716

Misturges@microsoft.com

