

## Contact

[www.linkedin.com/in/gowenplaces](http://www.linkedin.com/in/gowenplaces)  
(LinkedIn)

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(Portfolio)

## Top Skills

Cross-functional collaboration  
BizOps, ITOps, & DevOps  
Technical Program Management

## Certifications

Certified Scrum Master  
Certified Scrum Product Owner  
ITILv3

## Geoffrey Owen

Customer Success Leader  
Seattle

## Summary

I aspire to build, coach and grow exceptional, and diverse teams who deliver outstanding solutions that move organizations forward in a sustainable way, aligning with shared values and purpose. I leverage a collaborative, holistic approach, including a focus on UX, an agile mindset, business-value based iterative service delivery, data analytics and good old project management.

## Experience

### Customer Success Account Manager, Microsoft, Bellevue, WA

Sep 2019 to Nov 2021

Responsible for driving digital transformation outcomes for 13+ Microsoft customers and over 1M in yearly revenue.

- Accountable for managing Portfolio Delivery planning and execution within customer agreements. Prioritized and executed programs that drove supportability, consumption, and operational health, to generate 10% increase in renewal growth during a global recession.
- Team leader for using marketing resources to gain customer insight – orchestrated exposure to 13 Customer Success Account Managers, generating leads and insights to fill service pipeline gaps.
- Reduced average monthly support incident rate by 35% for 2 high volume customers by leading collaborative ITIL problem and incident management workshops with Support Engineers and Incident Managers.

### Senior Support Engineer, SmallNetworks, Seattle, WA

Apr 2019 to Sep 2019

Responsible for providing communications and infrastructure services to small office customers in the Seattle area.

- Consulted with small business partners regarding their IT needs and acted as a sales and training liaison.
- Collected customer feedback to maximize effectiveness, improve service response times, and inform overall business strategy.

### IT/Mobile Support Technician II, Bill & Melinda Gates Foundation (ATOS), Seattle, WA Aug 2018 to Apr 2019

Responsible for collaborative feature-level planning and execution for mobile technology projects.

- Exerted director-level influence within matrixed organization to mitigate a key organizational risk by developing new requirements to address a potential loss of \$1M worth of hardware assets.
- Collaborated with 4 different teams including engineering and UX to develop and release mobile service features.

### Office 365 Migration Product Specialist, SkyKick Inc. Seattle, WA

Nov 2017 to Jun 2018

Accountable for migration project support and delivering positive outcomes for Microsoft Partners and customers on the SkyKick platform.

- Responsible for researching, clarifying, and communicating end-user product requirements to the engineering and support teams, as well as the stewardship and escalation of identified product issues.
- Strengthened ability to overcome objections and motivate clients towards increased product adoption & consumption, while adhering to product SOPs & best practices.

### Team Lead & Trainer, Microsoft (Blueprint Technologies), Bellevue, WA

Jan 2016 to Aug 2017

Responsible for team performance and alignment with department objectives, key results, and service level agreements for 23 Support Engineers and 5 direct reports, impacting over 50,000 customer accounts.

- Improved quality and performance improvement transparency by refactoring existing compliance auditing services, resulting in a 10% increase in KPI Net Satisfaction score.
- Participated in end-to-end pilot of expedited access security policies saving 1/hr per customer, per incident.

**Education:** Bachelors of Science, Business Administration of Information Technology  
Western Governors University

2018 to 2022