

# Geoffrey N. Owen

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## TECHNICAL ACCOUNT MANAGER ACCOUNT MANAGEMENT/TECHNICAL SUPPORT/CLOUD IT

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**Summary:** Results-driven & quality-focused IT Professional who combines 8+ years of experience as a support engineer & software/hardware/SaaS technical support specialist. Offering skills and proven ability to seamlessly deliver business solutions that meet technical objectives which reduce costs, increase efficiency, retention & user satisfaction.

### SKILLS

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- ✓ Technical account management
- ✓ Customer service & relationship management
- ✓ SaaS integration & technical support
- ✓ Technical pre-sales & onboarding
- ✓ End-to-end consulting & project management
- ✓ Staff/customer engagement & education
- ✓ Workflows analysis & knowledgebase QA
- ✓ Team leadership & performance management

### PROFESSIONAL EXPERIENCE

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#### **Migration Product Specialist (Sales, Operations & Support) – SkyKick Inc** **Seattle, WA 11/2017 – 06/2018**

- Onboarded clients (MS Partner Network), performed end-to-end training and engagement activities; provided proactive support & consultative guidance on how to set up and standardize on the platform; respond to chat, email and phone support queries (controlled by Microsoft Dynamics CRM), directed clients towards support resources applicable to their requirements, and addressed client questions to increase alignment and product understanding.
- Educated and trained clients on best practices for planning and implementing migration projects by scheduling proactive pre-sales, deployment, and issue mitigation calls in addition to engaging in reactive support, ensuring projects are completed on time, within budget parameters, with high satisfaction, resulting in increased retention.
- Responsible for 'white glove' account management & financial forecasting for SMB/Enterprise projects (≤1000 seats) maintain & enhance long-term business relationships, with a proven ability to overcome objections and motivate clients towards increased product adoption & consumption, while adhering to project SOPs & best practices.
- Collaborated with colleagues and the engineering department in the development of new features and functionality as well as the escalation of support issues, provided timely status updates to internal teams and client contacts.
- Contributed to documentation; drafting & updating articles about relevant technologies & concepts via Zendesk.

#### **Lead Support Engineer – Microsoft O365 (Blueprint Consulting Services LLC)** **Bellevue, WA 01/2016 – 08/2017**

- Co-led a department of 28 support engineers (SE) with 5 direct reports for the Microsoft Office 365 Data Protection team. Diligently coached SEs, focusing on individual growth through improving Office 365 technical knowledge, Microsoft product sales assessment training, deployment techniques, and Data Protection security guidelines.
- Streamlined how customers contact management, by creating a new escalation channel, ensuring 24/7 global support and meeting TTR SLAs with an average of <24hrs per ticket, saving \$60,000/year in operational costs.
- Screened, interviewed, and presented offers to new employees through Greenhouse.io and reviewed/approved payroll & hours for direct reports within ADP to ensure accurate reporting of project time allocation.
- Re-launched a Quality Assurance (QA) Program increasing awareness of development opportunities for leadership to improve agent performance. This led to an 8.7% increase of client-deliverable KPI: Net Satisfaction (NSAT) rising from 160 to 182.39 (out of 200), resulting in the highest NSAT compared to previous vendors.
- Empowered frontline agents with new training, mentoring and development activities, resulting in an increased ticket closure rate by 1500/month, lowered time-to-resolve (TTR) by 10% and increased positive surveys by 15%.
- Championed customer service and security by developing and implementing an expedited security process allowing over 50,000+ Enterprise customers access to their accounts, saving an average of <1 hour per customer.

#### **Support Engineer** **Promoted to Lead – 10/2016**

- Routinely earned high NSAT scores by meeting the needs of Enterprise customers with an average top box score of 95% (over 200+ surveys) and shared this expertise by leading morning scrum huddles and weekly team calibrations.
- Reduced time-to-close and exceeded KPI metric goals by partnering with Senior Leadership and Microsoft Escalations teams to help agents improve their cross-team communication channel utilization.
- Specialized in world-class email, phone, & chat technical and administrative support for C-level SaaS Business users.
- Spearheaded team-wide O365 training by collaborating with Microsoft FTE Senior Technical Advisors to organize and consolidate commonly used knowledge articles with "tribal knowledge" and create a MS OneNote package. Upon distribution within SharePoint, agents had access to best practices, articles, and critical contact lists. As a result, agents increased awareness of potential Social Engineer and phishing attacks throughout the engagement, eliminating risk to the client and vendor, and reducing associated incidents to <1 per month.

### **Tier III Technical Support Specialist - AT&T Mobility**

**Bothell, WA 06/2014 – 01/2016**

- Consistently solved tier I, II, and III requests for consumer products/accounts & networks and closed over 12,000 requests over the course of 1.5 years, representing the top 10% of reps in time-to-resolve and customer satisfaction.
- Assisted 60 team members with performance improvement plans by directing monthly meetings to collaboratively grow knowledge of processes, policies, and content updates, increasing average survey scores by 10% per agent.
- Managed Network Operations center (NOC) requests for customer information using basic networking tools in CMD – ping, tracert, ipconfig. Supplemented CMD with outside tools: Wireshark, Paessler PRTG, etc.
- Identified and updated 53 critical support articles, helping support a successful AT&T iPhone 6 and iOS 8 launch.

### **Geek Squad Agent - Best Buy**

**Bellevue, WA 05/2011 – 06/2014**

- Researched and identified over 1,500 critical errors on consumer electronics and submitted appropriate tools and procedures requests to solve the issues identified, effectively preventing reoccurrences on affected devices.
- Led team-wide efforts to ensure soft and technical skills training was completed before working with customers, effectively increasing department revenue by 200%, compared to an average increase of 25% in 1,779 stores.
- Ensured successful software & hardware repairs for over 7,500 customers through 1:1 deskside consultation by testing and documenting solutions, aiding in resolving & preventing 95% of issues within 72 hours of first contact.
- Configured and managed networking, A/V, printer, corporate SaaS apps and systems troubleshooting.

## **EDUCATION**

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**ENROLLED: Bachelor of Science in Information Technology at Western Governors University.**

Planned graduation: August 2020

This program incorporates several industry recognized certifications through coursework and certification exams for:

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|-----------------------------------|---|
| -CompTIA A+                       | -CompTIA Secure Infrastructure Specialist |
| -CompTIA Network+                 | -CIW Site Development Associate           |
| -CompTIA Security+                | -CIW Advanced HTML5 and CSS3              |
| -CompTIA Project+                 | -CIW User Interface Designer              |
| -CompTIA Cloud Essentials         | -LPI Linux Essentials                     |
| -CompTIA IT Operations Specialist | -ITIL®1 Foundation Certification          |

## **OTHER RELEVANT QUALIFICATIONS:**

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**Microsoft Independent Advisor for Directly.com**

**Remote 10/2016 – Present**

- Online crowd-powered artificial intelligence Q&A service; over 280 questions answered with 100% NSAT to date.

### **Hands-On and Sandbox Experience:**

- Slack (gowenplaces.slack.com), Zendesk (gowenplaces.zendesk.com), Office 365 (superduke.onmicrosoft.com)
- Jira (Gowenplaces.atlassian.net), Confluence (Gowenplaces2.atlassian.net)
- Exchange Online, PowerShell (Exchange Management Shell), Microsoft Power BI, Azure Admin
- Professional & Social Media: YouTube, Google+, LinkedIn, Twitter, Facebook
- Microsoft SQL Search Queries: SELECT, FROM, WHERE, etc

**Working-Experience:** SharePoint, Microsoft Teams, VOIP, Office suite, Office 365 Admin & EAC, Skype for Business, Greenhouse.io, ADP, wireless & LAN network troubleshooting, Dynamics CRM, TFS, Active Directory, MFA/2FA, etc.

**Continuous Self-Improvement Plan:** In addition to regular coursework for the B.S. in IT program at WGU, I am pursuing in-depth studies, trainings, and certifications to expand my knowledge and bolster my skillsets in:

- Microsoft SQL / MySQL, Command Line Interface (CLI), PowerShell Scripting, Python, Ruby, REST APIs
- Salesforce Certifications through Trailhead (<https://trailhead.salesforce.com/en/me/gowenplaces>)
- Azure Administrator – MCSA Linux on Azure and then MCSE: Cloud Platform and Infrastructure
- Agile - Certified Scrum Developer (CSD), Servicenow: Kingston – Change Management & Certified Sys Admin
- Tableau Certifications: Desktop Qualified Associate & Certified Professional

**Self-Improvement Plan located here:** <https://github.com/GowenPlaces/WGU-Portfolio>