

ASPIRING TECHNICAL ACCOUNT MANAGERDigital CV: <https://gowenplaces.com/tam>

As a Senior Support Engineer and **Aspiring Technical Account Manager**, I excel at developing relationships with customers and partners to understand their overall business strategy and deliver IT services that align with their business goals. **As I transition to technical account management**, I will use my **project management** and **customer relationship management** experience to plan and execute on long-term priorities focusing on **business value creation, service delivery, cost reduction, and increasing each customer's growth velocity** by utilizing the right technology at the right time. Ultimately the goal is to become a trusted advisor and strategic ally by embedding solutions into each customer's business through increased adoption, transformation, and evolving their IT maturity.

PROFESSIONAL EXPERIENCE**Business Administrator – SmallNetworks**

Seattle, WA 04/18 – Present

- Manage and support embedded IT infrastructure & systems, proactive remediation services, disaster recovery, and service delivery planning for 30+ clients, 10+ Windows servers, 100+ workstations, and 100+ users.
- Consult with small business partners regarding their IT needs and act as a sales and training liaison when needed.
- Design, implement and manage organization initiatives and special projects through Atlassian Jira and MS Teams.
- Collect feedback to maximize effectiveness, improve response times and overall business strategy.
- Establish and maintain strategic partnerships with external vendors to instigate client adoption of value-add services.

IT Support Specialist II – Bill and Melinda Gates Foundation (Vendor)

Seattle, WA 08/18 – 04/19

- Developed service-focused relationships and worked with varying types of customers across the organization.
- Gathered requirements from key stakeholders used to design new systems over the service delivery lifecycle.
- Participated in large-scale hardware and software deployments, upgrades, and critical technical projects.

Office 365 Migration Product Specialist – SkyKick Inc

Seattle, WA 11/17 – 06/18

- Demoed/Sold and articulated the value of Office 365 migration products to clients (Microsoft Partner Network).
- 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.

Team Lead & Trainer, Support Engineer – Microsoft (Vendor)

Bellevue, WA 10/16 – 08/17

- Co-led a department of 28 support engineers (SE), supervised 5 direct reports for Office 365 Data Protection team. Diligently coached SEs, focused on fostering a growth mindset through improving Office 365 technical knowledge, Microsoft product sales assessment training, deployment techniques, and Data Protection security guidelines.
- Empowered frontline SEs by applying fundamental knowledge of cloud technologies, support services, database, BI systems, and leadership principles to create and establish 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 survey responses by 15%.
- Streamlined how customers contact the leadership team, 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.
- Re-launched the Quality Assurance Program, increasing awareness of development opportunities for leadership to address and improve SE 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.

- Championed customer service and security by participating in the iterative development, testing, and implementation of expedited account access security policies affecting over 50,000+ business and enterprise accounts, creating additional verification data and insight for Microsoft and saving an average of 1 hour per customer, per incident.
- 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.
- Reduced costs and vendor-managed risk, by participating in the planning and on-site near-shore re-deployment training of a Microsoft FTE team in San Jose, Costa Rica-Escazu; replacing the vendor team.

Support Engineer (Promoted to Team Lead – 10/16)

01/16 - 10/16 Promoted

- Spearheaded team wide O365 training by collaborating with Microsoft FTE Senior Technical Advisors to consolidate tribal knowledge and upload over 300 documents into a team-managed SharePoint repository. SEs increased access to docs reduced risk to Microsoft and vendor by nearly eliminating Social Engineer incidents to <1 per year.
- Routinely earned high NSAT scores by meeting the needs of enterprise customers with an average top box score of 95% and shared this expertise with other SEs by leading morning scrum huddles and weekly team calibrations.
- Reduced time-to-close and exceeded KPI metric goals by partnering with internal escalations and engineering resource teams to help SEs improve their cross-team communication through the adoption of Microsoft Teams.
- Partnered with engineering teams and engaged enterprise support resources in the delivery of world-class email, phone, & chat technical support solutions for executive-level business users.

Advanced Technical Support III – AT&T

Bothell, WA 06/14 – 01/16

- Consistently solved tier I, II, and III requests for consumer products/warranties/RMAs, accounts & networks and closed over 12,000 requests over the course of 1.5 years, representing the top 10% of agents in TTR and NSAT.
- Expanded 60 team members expertise by directing monthly performance meetings to collaboratively grow knowledge of processes, policies, and content updates, increasing average survey scores by 10% per agent.
- Identified, escalated, and resolved inbound/outbound call, SMS, MMS, data connectivity, and network outage issues for Windows Phone/Android/iOS, mobile hotspots, USB modems, and Blackberry devices.
- Updated critical support articles about setting up POP3, IMAP, Exchange, and OWA email on smartphone's, tablets, and Outlook, supporting a successful AT&T iPhone 6 and iOS 8 launch.

Geek Squad Consultation Agent – Best Buy

Bellevue, WA 05/11 – 06/14

- 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.
- 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.
- 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 break/fix wireless networking devices, A/V, printers, OSX, & Windows 7, 8, 10 machines, mobile devices (Android, iOS, Windows), and corporate/consumer apps and software.
- Gained foundational knowledge of MS products, operating systems, customer service, and sales/business acumen.

EDUCATION

BS Information Technology
Western Governors University
 09/18 – Present

College-Level Courses:

- Research Writing
- Math
- Communication
- Reading

EXTERNAL CLASSES

Dale Carnegie Sales Training: Winning with Relationship Selling
 Harvard Business School Online - Negotiation Mastery

Bellevue WA 08/05, 08/12, 08/19
 Online-Only 10/16/19-12/11/19

EDUCATION

The B.S. IT degree at WGU includes the following industry certifications through coursework from 2019-2022:

- CompTIA Security+
- CompTIA Network+
- CompTIA Cloud Essentials
- Certified Internet Web Professional (CIW) Site Development Associate
- Certified Internet Web Professional (CIW) Advanced HTML5 and CSS3
- Certified Internet Web Professional (CIW) User Interface Designer
- CompTIA Operations Specialist
- CompTIA Secure Infrastructure Specialist
- LPI Linux Essentials

CERTIFICATIONS/EXAMS

CompTIA A+ ce Certified

- Certified May 2019 to May 2022

CompTIA Project+

- Scheduled Certification Exam: July 16, 2019

Certified Scrum Master® (CSM) – Scrum Alliance

- Scheduled Certification Exam: July 19, 2019

ITIL® Foundation Certification - AXELOS

- Certification Exam: August 28, 2019

PMI-Project Management Professional (PMP): Requirements In-Progress

- 7.5/35- project management education hours
- 1,000/4,500 hours leading and directing projects
- Secondary degree / 4-year degree
- PMBOK Guide (Sixth Edition)

Microsoft Certifications: Currently studying to prepare for and execute the TAM role. Complete within 90 days of hire:

AZ900 Azure Fundamentals

- In-Progress – 7/19

Microsoft 365 Fundamentals

- In-Progress – 8/19

MB210 Microsoft Dynamics 365 Sales

- 8/19-9/19

Additional Certifications: Complete within 90 days of hire:

- **Prosci® Change Management Certification**
- **Prosci® Integrating Agile and Change Management Workshop**
- **70-713 Microsoft Software Asset Management (SAM) – Core**

RELEVANT/SPECIAL QUALIFICATIONS

Owner of Registered Trade Name: GowenPlaces DBA, Seattle WA, 06/19 - Present

- Microsoft 365 setup and cloud strategy consultant to small businesses providing Office 365 email migration and Office 365 cloud backup services.

If offered this position, operations at GowenPlaces DBA would cease in-full unless otherwise negotiated.

Independent Advisor, Directly.com, Remote 10/17 – Present

- Online crowd-powered artificial intelligence Q&A service; 300+ questions answered with 100% client satisfaction.
- Specialties: Microsoft Community, Excel, OneDrive, Outlook.com, Office.

If offered this position, operations at Directly.com would cease in-full unless otherwise negotiated.

SKILLS

Microsoft Technologies: Office 365, Exchange Online, Power BI, Teams, Excel, SharePoint, PowerShell, Hyper-V.

Sales: Product Knowledge, Negotiation, Prospecting, Buyer-Seller Agreement, Communication, Active Listening, Qualification, Time Management, Objection Prevention, Objection Handling, Demo, Closing, Relationship Management.

Misc. Knowledge: VMware WS1, Python, SQL, HTML, Slack, Zendesk, Datto, Meraki, TeamViewer, GoDaddy.