

## **ASPIRING TECHNICAL ACCOUNT MANAGER**

As a Senior Support Engineer, Small Business Owner, and Aspiring Technical Account Manager, I enjoy building and 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 for Microsoft, 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, 04/19 - Present

- Manage and support embedded IT infrastructure & systems, proactive remediation services, 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 training liaison when needed.
- Develop and maintain strategic relationships with external partners to co-create value-added services.
- Design, implement and manage organization initiatives and special projects.
- Actively collect feedback to maximize effectiveness, improve response times and overall business strategy.

### **IT Support Specialist II**

**The Bill and Melinda Gates Foundation** - Vendor: ATOS USA, Seattle WA, 08/18 - 04/19

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

### **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).
- Managed & pro-actively supported migration projects (controlled via Microsoft Dynamics CRM).
- Monitored and remediated at-risk projects via ticketing to ensure long term business relationships with partners.

### **Support Engineer, Team Lead & Trainer**

**Microsoft**, Vendor: Blueprint Technology, Bellevue WA, 01/16 - 08/17

- Co-led a team of 28 support engineers, supervised 5 direct reports, partnered with engineering teams, and engaged enterprise support resources in the delivery of complex solutions to business and enterprise customers.
- Applied fundamental knowledge of cloud technologies, support services, database, BI systems, and leadership principles to empower frontline engineers with new training, mentoring, and development activities.
- Participated in the iterative development, testing, and implementation of account access policies affecting over 50,000+ business and enterprise customer accounts, creating additional verification data and insight for Microsoft.
- 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 (Blueprint) vendor team.

### **Advanced Technical Support Specialist**

**AT&T**, Bothell, WA, 06/14 – 01/16

- Improved customer service, sales techniques, and soft skills. Learned how to lead small teams.

### **Geek Squad Consultation Agent**

**Best Buy**, Bellevue, WA, 05/11 – 06/14

- 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

The degree includes these upcoming industry certifications 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 11, 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 seller and admin to small businesses, email migration to Office 365 and cloud backup.
- IT consulting, SMB mailbox hosting, Office 365 administration, support services.

**Independent Advisor,** Directly.com, Remote 10/17 – 05/19

- Q&A Service – Technical support specialties: Microsoft Community, Excel, OneDrive, Outlook.com, Office.

## SKILLS

Microsoft Technologies: Office 365, Exchange Online, Power BI, Teams, MS Office Suite, MS SharePoint, PowerShell.  
 Misc. Knowledge: VMware WS1, Hyper-V, Python, SQL, Slack, Zendesk, Datto, Meraki, TeamViewer, GoDaddy.