**Geoffrey Owen** **Seattle, WA** - geoffrey@gowenplaces.com – Cell: (206) 930-8112

***Technical Account Manager*  Digital CV**: https://www.gowenplaces.com/account-management-info

**A technically versatile Senior Support Engineer** who excels at developing relationships with customers and partners to understand their overall business strategy and deliver IT products and services that align with their business goals. **Focused on transitioning to sales/account management** using project management and customer relationship management expertise 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.

**Skills**

**Microsoft Technologies**: Office 365, Exchange-Online, Power BI, Teams, Excel, SharePoint, PowerShell, and more.

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

**Misc. Knowledge:** Python (basic), SQL (basic-intermediate), HTML (basic), TeamViewer, RDP, TCP/IP.

**Hardware/Software:** SOHO routers, switches, KVMs, cabling, monitors, NAS, memory, anti-virus, RMM, A/V, printers, OSX, & Windows XP/Vista/7/8/8.1/10 machines, Android, iOS, Windows Phone and others.

**Professional Experience**

**Senior Support Engineer – SmallNetworks**  **Seattle, WA 04/19 – 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/Mobile Support Technician II – Bill and Melinda Gates Foundation (ATOS USA) Seattle, WA 08/18 – 04/19**

* Developed service-focused working relationships with varying types of enterprise customers across the organization.
* Gathered requirements from key stakeholders used to develop or update systems using the Scrum framework.
* 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 Office 365 migration products, onboarded clients (MS Partner Network), performed end-to-end training and engagement activities; provided pro-active 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, ensuring projects are completed on time and within budget parameters.
* 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.

**Team Lead & Trainer –** **Microsoft (Blueprint Technologies) Bellevue, WA 10/16 – 08/17**

* Co-led a 28 support engineers (SE), managed 5 direct reports for Office 365 Data Protection team. Diligently coached SEs, fostering a growth mindset by improving Office 365 technical knowledge, creating Microsoft product sales assessment trainings, sharing deployment techniques, and updated Data Protection security guidelines.
* Championed customer advocacy and security by impacting 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.
* 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 a 27% increase in ticket burn-down 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.

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* 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.

**Support Engineer** ***Promoted*** *–* Microsoft (Blueprint Technologies) **01/16 - 10/16 *Promoted***

* Spearheaded team wide O365 training by collaborating with Microsoft FTE Senior Technical Advisors to consolidate tribal knowledge and upload +300 documents into a SharePoint repository. SEs collective access to docs increased training effectiveness and reduced risk to Microsoft and Blueprint by ensuring SEs were compliant to security policies and procedures, which nearly eliminated social engineer vulnerabilities, reducing associated 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 meetings.

**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.

**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.

**Education** College Level Courses:

**BS Information Technology •** Research Writing

**Western Governors University** **•** Math

Graduation: 2022 **•** Communication

**•** Reading

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

* CompTIA Security+
* CompTIA Network+
* CompTIA Cloud Essentials
* CompTIA Operations Specialist
* CompTIA Secure Infrastructure Specialist
* LPI Linux 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

**External Classes / Certifications / Exams**

**CompTIA A+ ce Certified** 05/2019 to 05/2022

**Certified ScrumMaster®** (Scrum Alliance) **Certified** 07/2019 to 07/2022

CompTIA Project+ Certification Exam: 08/2019

ITIL® Foundation Certification (AXELOS) Certification Exam: 08/2019

AZ900 Azure Fundamentals Certification Exam: 09/2019

Microsoft 365 Fundamentals Certification Exam: 09/2019

MB210 Microsoft Dynamics 365 for Sales Certification Exam: 09/2019

Dale Carnegie Sales Training: Winning with Relationship Selling Bellevue WA 10/2019

Harvard Business School Online - Negotiation Mastery Online-Course 10/16/19-12/11/19

Prosci® Change Management Certification Certification Exam: 11/2019

Project Management Professional (PMI) Certification Exam: 12/2019

Prosci® Integrating Agile and Change Management Workshop Certification Exam: 12/2019