

Charlie King



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## Summary

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Charlie King is adept at thinking about solutions to problems in new ways, focused on improving the effectiveness of Cloud Service offerings, and Energized by learning about what it takes to make customers effective on Day 1. The value of driving Adoption, Consumption, and Change - which ultimately leads to Customer Satisfaction - comes from focused attention on and knowledge of the details of delivery. He is experienced in managing Hybrid O365 Environments and working toward certifications in O365 Deployment and Management and ITIL Foundation. Charlie gets passionate about taking ownership of valuable project and is ready to pour his efforts into being a trusted advisor to our customers to ensure they remain satisfied with our technology and services.

## Project Experience

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### Kaiser Permanente: Nationwide Healthcare Provider

**Industry:** Healthcare

**Project Purpose:** IT Service Management Assessment and Process Integration in support of O365 Migration

**Description:** Customer is in the process of migrating from IBM Domino to Exchange Online. I worked as an ITSM consultant to conduct an assessment of the customer IT environment, suggest potential problem areas, develop operational scenarios and integrate Cloud-. Achieving operational readiness to support the migration was the primary outcome of the engagement.

**Technologies:**

ITSM – O365 – Hybrid Deployments

O365 Admin Center Functionality: Service Health, RBAC, Litigation and eDiscovery Hold, etc.

Basics of ITIL

### Alliance Data: Provider of Customer Loyalty Programs to Retail Clients

**Industry:** Retail Consumer Products & Service + Outsourced Services

**Project Purpose:** Manage Hybrid Exchange Environment during Microsoft-backed migration to Exchange Online

**Description:** Customer is in the process of migrating all its lines of business to Exchange Online. Beginning with the Retail LOB, I assisted in a staff augmentation role and was responsible for managing end user expectations and solving technical issues in real time. Additionally, I was able to create documentation and process notes for the next migration phase that I left with the customer.

**Technologies:**

Office 365 + Hybrid Coexistence

Office 365 + Messaging Migration

Office Adoption & Change Management

## Starbucks: Major Coffee Retailer

**Industry:** Retail Consumer Products & Service + Food & Beverage

**Project Purpose:** Prove O365 dev tools can be integrated into Enterprise-grade web apps

**Description:** Asked to do a proof of concept around using the O365 SSO Auth capabilities to federate to a web application used for business. In my case it was a store management app for District Managers. I was able to present my work, which used Azure Mobile Services and HTML/JS predominantly to demonstrate that it was possible. Additionally I worked on an Adoption/Change Management strategy for Yammer that is in progress as of 8/27/15.

**Technologies:**

Office + Adoption & Change Management

Azure Applications + Web Application Development

Yammer + Enterprise Social Planning ESP

Windows 8 Applications + Web Application Development

## Microsoft ACTO COE Modern Apps: The Office of the Americas CTO Modern Apps Group

**Industry:** Information

**Project Purpose:** Develop a MAST (Mobile Application Scaffolding Toolkit) toolkit for building and implementing Cross-platform applications running on web, Windows 8, Windows Phone 8, Android and iOS all natively.

**Description:** Through many iterations we have refined the basic structure of the project, made decisions on what kinds of tools to use and how to structure the project and database to make the transfer to a toolkit simpler. Our main focus has been on learning the newest technologies and implementing them successfully in an environment that allows for flexibility and risk-taking.

**Technologies:**

Develop Web Applications Using HTML5

Develop Windows 8 apps Solutions using JavaScript

Develop Mobile Applications Design Mobile Applications

## Delivery Management Service Center: Internal Service Center for Engagement Managers

**Industry:** Information

**Project Purpose:** Provide Engagement Managers with a simpler means to make changes to Engagements or Projects

**Description:** Engagement Managers used the service to make requests of the service center consultants. The service center consultants worked directly with Engagement and Project management tools in order to allow management to tend to more pressing things and be more effective. Working on the service center required the ability to communicate quickly and effectively with higher level managers

## Internal: Windows 10 Developer Acceleration

**Industry:** Information

**Project Purpose:**

Create 1 and 3 week course for Developers focusing on what's new in Windows10

**Description:** Technical research geared toward learning everything that is available for Windows 10 for developers which included writing demo apps. Also Created content for the team to incorporate in the Developer Learning sessions.

**Technologies:**

Azure Applications + Desktop Application Development

Windows 10 Applications + Web Application Development

Windows 10 Applications + Multi-Platform App Dev

## Areas of Expertise

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O365 Migration  
IT Service Management  
Operational Readiness  
ACM - Change Management  
Azure Infrastructure  
Exchange Messaging  
Enterprise Social  
Mobile Apps  
Web Apps  
Mobility  
Windows 10 App Dev

## Education & Certifications

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Microsoft Certification 70-534 Architecting Azure Solutions

The Ohio State University - Bachelor's in Computer and Information Science – 2014

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