

DIONNE NOELLA BARRETO

SENIOR SOLUTIONS CONSULTANT

CARY, NORTH CAROLINA

ABOUT ME

A self-driven, motivated, aspiring Full Stack Web Developer who is not only a Team Player but also an Organizational Leader and an "Achiever" with 7+ years of experience in Cloud technologies, Desktop & Application Virtualization & Customer Engagement + Advocacy !

GITHUB PROJECTS

- ★ [I'm Feeling Web App](#) - solves a real-world problem for anyone in need of visiting a place that matches their mood/feeling!
- ★ [Weather App](#) - a dynamically updated web application to retrieve 5-day weather forecast
- ★ [Workday Scheduler](#) - a simple web calendar application to allow user(s) to schedule events/tasks for each hour of their workday
- ★ [Password Generator](#) - a web application for employees to generate random passwords based on criteria that they've selected

PROFESSIONAL CERTIFICATIONS

★ Coding BootCamp at University of North Carolina, Chapel Hill	Nov '21
★ Oracle Cloud Infrastructure 2019 Cloud Operations Certified Associate	Aug '20
★ Scrum Foundation Professional Certificate	Aug '20
★ Oracle Cloud Infrastructure Developer 2020 Certified Associate	Jul '20
★ Oracle Cloud Infrastructure 2019 Certified Architect Associate	Jul '20
★ Oracle Cloud Infrastructure Foundations 2020 Certified Associate	Jul '20
★ Aviatrix Certified Engineer – Multi-Cloud Network Associate	Jul '20
★ The Success League's Certified Customer Success Manager	May '20
★ Customer Experience Management Professional Certified	Oct '19
★ VMware Certified Professional: Data Center Virtualization 2019	Aug '19
★ AWS Certified Solution Architect	Aug '19
★ VMware Certified Professional: Network Virtualization 2019	Jul '19
★ Microsoft Certified Solution Associate Windows 10	Mar '19

PROFESSIONAL EXPERIENCE

Google Senior Solutions Consultant (US_Remote)	Feb '21-Present
→ Lead strategic and technical faceted enterprise-grade Google Cloud Product/Service adoption projects in addition to Cloud Transformation initiatives with leading Organizations generating greater than US \$25 million Annual Run Rate (ARR)	
Rubrik Customer Experience Manager (CEM - North Carolina, Morrisville)	Oct '19 - Feb '21
→ Operated as a 'Customer Champion'- a trusted advisor and an organizational extension for Account(s) sized greater than uS \$1.5Million	
→ Accelerated customer purchase value realization by proactively driving optimization through goal setting, quarterly debriefs and early growth footprint opportunity identification	
→ Grew repeat purchases by 7% for Strategic Rubrik multi-million \$ Global CEM Accounts by leading program adoption and return on investment measurement initiatives, in addition to spearheading service offering refinement opportunities	
→ Owned the end to end lifecycle of a customer from cradle or pilot state through renewals	
VMware (Several Roles)	
VMware Escalation Manager	Aug '18 – Oct '19
→ Served as a single point of contact for resolving highly escalated Customer Issues	
→ Boosted customer retention by 5% through improved upgrade & process changes	
→ Championed customer advocacy by liaising with internal teams to limit user downtime	
→ Interfaced with Executives internally and externally by presenting analyzed reports for the true cause and mitigation in addition to developing enhancement roadmap prioritization	
VMware Technical Support Manager	Feb '17-Aug '18
→ Managed and professionally developed & mentored a globally dispersed team of 20	
→ Drove focused clientele experience optimization through improved Net Promoter Score (NPS) & Customer Satisfaction (CSAT) by driving-down escalation counts by 15% MoM and time to resolution (TTR) by 25% WoW through global cross-region enablement	
→ Designed, developed and implemented processes and systems to enhance technical workflows, supportability, and incident management	
→ Served as a primary intermediary between Global Support & internal & external stakeholders	
→ Analyzed and reported business metrics & facilitated blameless postmortems	
→ Reduced "Lighthouse Account" (Enterprise Customers) issue time to resolution by analyzing root causes and identifying process gaps	
VMware AirWatch Technical Support Engineer	Apr '16-Feb '17
→ Troubleshoot to resolve issues posthaste via phone, email & web engagements	
→ Refined documentation & knowledge article repository to decrease support cases	
→ Built out and tested lab environments and training material for new onboarding engineers	
AirWatch by VMware Application Support Engineer	May '15-Apr '16
→ Provided support for installations, enrollments, best practice recommendations	
→ Responsible for barebone analysis during self-upgrades	
→ Supported a diversified fleet of devices like Nokia, Ruggedized, Symbian, Windows, Android, BlackBerry like Mobile Operating Systems for a global customer base	

Contact

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Education

- **Master of Science:** Telecommunication and Network Management 3.297/4 Syracuse University(SU) Aug '13 - May'15
- **Bachelor of Engineering:** Electronics and Telecommunication 8/10 Mumbai University(MU) Jun '09 - May'13

Technical Skills

- ★ **Web Development:** HTML/5, JavaScript, jQuery, node.js, express.js, CSS, Bootstrap
- ★ **Cloud Platforms:** AWS, Google Cloud, Oracle, Heroku
- ★ **Technology:** VMware, AirWatch, Aviatrix
- ★ **API:** Postman, Insomnia
- ★ **Databases:** MySQL

Leadership & Recognition

- ★ Recognized in the League of Extraordinary TAM's - Q12021-less than 3 months in Google role May'21
- ★ Google Volunteer at Little Friends of Elderly to teach Seniors Tech Feb'21
- ★ Employee Health, Well being and Mindfulness BlueDot Ally at Google Feb'21
- ★ W@R (Women at Rubrik) Delegate Dec'19
- ★ VMworld Speaker for 2 sessions on "Horizon Cloud" Aug'19
- ★ VMware "Top Performer" recognition '16, '17
- ★ "Leading Support Case Deflector" award '16
- ★ Rendered editorial assistance for "Cloud to Edgeware" book published on 1st Nov '15
- ★ Presented at the White House & ITERA Conference on 'Emergency Communications using Social Media Platforms' 27th - 29th Mar '15
- ★ Research Assistance @ Syracuse University (SU) for developing a Graduate-level course: IST 600 - Cloud Computing Jan'15
- ★ President of Worldwide Innovation Technology (WiTec) at SU Jan'15
- ★ [Distinguished Alumni Recognition](#) _ Xavier Institute of Engineering - MU Mar '14
- ★ First Female Sports Secretary_ Xavier Institute of Engineering Jun'12-May'13
- ★ Basketball Network Associate- Summer Camp Coach_ St. Louis Convent High School '02 - '07