DIONNE NOELLA BARRETTO
SENIOR SOLUTIONS CONSULTANT

CONTACT

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ABOUT ME

An adept enthusiastic learner who is self-driven and motivated to overcome any challenge to be successful not only as a Team Player but also an Organizational Leader.

- An "Achiever" with 6+ years of experience in Desktop & Application Virtualization & Customer Engagement
- Experience in driving-down escalation counts by 15% MoM and time to resolution by 25% WoW through global cross-region enablement at VMware
- Boosted customer retention through improved upgrade & process changes by 5% at VMware
- Grew repeat purchases by 7% for Strategic Rubrik multi-million $ Global CEM Accounts by leading the program adoptions and measurement initiatives, in addition to spearheading multiple continued service offering refinement opportunities at Rubrik

I am passionate about research and development that constitutes the big picture of an "automated planet" through associated testing, solution suggestion, and exploration that can and will be carried out in the years to come, encompassed in the domain of "cloud management, policy, and its migration path: 'the only way to rise!'"

LEADERSHIP & RECOGNITION

★ W@R (Women at Rubrik) Delegate — Dec'19
★ VMworld Speaker for "Horizon Cloud on Azure" — 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 '15 Conference on 'Emergency Communications using Social Media Platforms' — 27th - 29th Mar'15
★ Research Assistance @ Syracuse University for developing a Graduate-level course: IST 600 - Cloud Computing — Spring'15
★ President of Worldwide Innovation Technology (WiTec) @Syracuse University — Spring'15
★ Distinguished Alumni Recognition _ Xavier Institute of Engineering - Mumbai — Mar '14
★ Mumbai University's first Female Sports Secretary_ Xavier Institue of Engineering — Jun'12-May'13
★ Basketball Network Associate- Summer Camp Coach_ St. Louis Convent High School — '02 - '07

EDUCATIONAL QUALIFICATION & PROFESSIONAL CERTIFICATIONS

➔ **Master of Science:** Telecommunication and Network Management — 3.297/4
  Syracuse University — Aug '13–May'15
➔ **Bachelor of Engineering:** Electronics and Telecommunication — 8/10
  Mumbai University — Jun'09–May'13

★ 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
★ VMware vSAN Specialist — Jul '19
★ VMware Certified Professional 7: Desktop and Mobility — Jul'19
★ VMware Cloud on AWS – Software-Defined Data Center 2019 — Jul'19
★ Microsoft Certified Solution Associate Windows 10 — Mar'19
★ Certified SAFe Agilest | 94% — Jan'19
★ VMware Certified Associate Digital Business Transformation — Sep'18
★ AWS Certified Developer Associate — Oct'17
★ CompTIA Cloud Essentials — Jan'17
★ Stanford Advanced Computer Security Professional Certificate | 90.17% — Sep'16
★ VMware Certified Associate: Cloud Automation — Jul '15
★ Cisco Certified Network Associate — Feb'15

PROFESSIONAL WORK EXPERIENCE

Google|Senior Solutions Consultant (Technical Account Manager) Feb '21-Present
❖ Lead successful strategic and technical faceted enterprise-grade Google Cloud product and services adoption projects and Cloud Transformation initiatives with leading organizations

Rubrik | Customer Experience Manager — Oct '19 - Feb '21
❖ Operate as a 'Customer Champion'- a trusted advisor and an organizational extension for Account(s) sized > $1.5Million USD with cadenced meets and quarterly debriefs
❖ Accelerate value realization of customer purchases by proactively driving optimization through goals and identify additional Rubrik footprint growth opportunities
❖ Own 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
❖ Be that single point of contact for resolving highly escalated Customer Issues
❖ Act as a customer advocate liaising internal teams for the best plan of action pertinent to limiting production user downtime
❖ Interface & communicate with Executives internally and externally by presenting analyzed reports for the true cause, and mitigation steps in terms of roadmap prioritization

VMware| Technical Support Manager — Feb'17–Aug'18
❖ Manage and professionally develop & mentor a globally dispersed team
❖ Drive focus to optimize VMware clientele experience through improved Net Promoter Score (NPS) & Customer Satisfaction (CSAT)
❖ Design, develop and implement processes, systems to enhance technical workflows, supportability, and incident management
❖ Serve as a primary intermediary between Global Support & other stakeholders
❖ Analyze & report team metrics + post-mortems to identify improvement areas
❖ Reduce "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
❖ Refine documentation & knowledge article repository to decrease support cases
❖ Build out and test lab environments and training material for new onboarding engineers

AirWatch by VMware| Application Support Engineer — May'15–Apr'16
❖ Provide support for installations, enrollments, best practice recommendations
❖ Responsible for barebone analysis during self-upgrades
❖ Support a diversified fleet of devices like Nokia, Ruggedized, Symbian, Windows, Android, Blackberry like Mobile Operating Systems for a global customer base