**Geoffrey N. Owen**

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| [geoffrey@gowenplaces.com](mailto:geoffrey@gowenplaces.com) - (206) 930-8112 | **Extended Resume and Website**: <https://www.gowenplaces.com> |

**Technical Support Engineer** Account Management/Technical Support/Cloud IT

**Summary:** Results-driven & quality-focused IT Professional who combines 8+ years of experience as a support engineer & software/hardware/SaaS technical support specialist. Offering skills and proven ability to seamlessly deliver business solutions that meet technical objectives which reduce costs, increase efficiency, performance and user satisfaction.

**Skills**

* Technical account management
* Customer service & relationship management
* SaaS integration & technical support
* Technical pre-sales & onboarding
* Data & email migration & O365 deployment
* Staff/customer engagement & education
* Workflows analysis & knowledgebase QA
* Leadership & innovation

**Professional Experience**

**Migration Product Specialist (Sales, Operations & Support) – SkyKick Inc Seattle, WA 11/2017 – 06/2018**

* Manage & pro-actively support SMB & Enterprise migration projects (controlled via Microsoft Dynamics CRM).
* Demo/Sale Office 365 and email migration products to clients (Microsoft Partner Network).
* Onboard partners into the SkyKick migration platform, perform end-to-end training and engagement activities.
* Troubleshoot SaaS applications, Office 365 DNS entries, email connectivity, and data & email migration fidelity.
* Cohesively work with team members to share tasks and responsibilities to optimize the results of migration projects.
* Responsible for ‘white glove’ technical support for partner accounts to maintain long-term business relationships.
* Provide industry leading email and phone support to clients (MS Partners) on related email migration project issues.
* Assist with drafting and updating platform documentation and knowledgebase articles via Zendesk.
* Educate clients (MS Partners) on best practices for the use of active directory, SSO, and MFA in migration projects.
* Collaborate with the engineering department using Microsoft Team Foundation Server in the development of new features and functionality as well as the escalation of support issues.

**Lead Support Engineer – Microsoft O365 (Blueprint Consulting Services LLC) Bellevue, WA 01/2016 – 08/2017**

* Co-led a department of 28 support engineers (SE) with 5 direct reports for the Microsoft Office 365 Data Protection team. Diligently coached SEs, focusing on individual growth through improving Office 365 technical knowledge, Microsoft product sales assessment training, deployment techniques, and Data Protection security guidelines.
* Increased the ticket closure rate by 1500 per month, lowered time-to-resolve (TTR) by 10% and increased positive customer surveys 15% by empowering frontline agents with new training, mentoring and development activities.
* Re-launched a Quality Assurance (QA) Program increasing awareness of development opportunities for leadership to improve agent 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.
* Streamlined how customers contact management, 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.
* Championed customer service and security by developing and implementing an expedited security process allowing over 50,000+ Enterprise customers access to their accounts, saving an average of <1 hour per customer.

**Support Engineer Promoted to Lead**

* Specialized in world-class email, phone, & chat technical and administrative support for C-level SaaS Business users.
* Reduced time-to-close and exceeded KPI metric goals by partnering with Senior Leadership and Microsoft Escalations teams to help agents improve their cross-team communication channel utilization.
* Routinely earned NSAT scores by meeting the needs of Enterprise customers with an average top box score of 95% (over 200+ surveys) and shared this expertise by leading morning scrum huddles and weekly team calibrations.
* Spearheaded team-wide O365 training by collaborating with Microsoft FTE Senior Technical Advisors to organize and consolidate commonly used knowledge articles with “tribal knowledge” and create a MS OneNote package. Upon distribution within SharePoint, agents had access to best practices, articles, and critical contact lists. As a result, agents increased awareness of potential Social Engineer and phishing attacks throughout the engagement, eliminating risk to the client and vendor, and reducing associated incidents to <1 per month.

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**Tier III Technical Support Specialist - AT&T Mobility** Bothell, WA 06/2014 – 01/2016

* Assisted 60 team members with performance improvement plans by directing monthly meetings to collaboratively grow knowledge of processes, policies, and content updates, increasing average survey scores by 10% per agent.
* Consistently solved tier I, II, and III requests for consumer products/accounts & networks and closed over 12,000 requests over the course of 1.5 years, representing the top 10% of reps in time-to-resolve and customer satisfaction.
* Identified and updated 53 critical support articles, helping support a successful AT&T iPhone 6 and iOS 8 launch.
* Managed Network Operations center (NOC) requests for customer information using basic networking tools in CMD – ping, tracert, ipconfig. Supplemented CMD with outside tools: Wireshark, Paessler PRTG, etc.

**Geek Squad Agent - Best Buy** Bellevue, WA 05/2011 – 06/2014

* 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.
* 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.
* 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.
* Configured and managed networking, A/V, printer, corporate SaaS apps and systems troubleshooting.

# Education and Other Relevant Qualifications:

Enrolled: Bachelor of Science in Information Technology at Western Governors University.

Planned graduation: August 2020

This program incorporates several industry recognized certifications through coursework and certification exams for:

-CompTIA A+

-CompTIA Network+

-CompTIA Security+

-CompTIA Project+

-CompTIA Cloud Essentials

-CompTIA IT Operations Specialist

-CompTIA Secure Infrastructure Specialist

-CIW Site Development Associate

-CIW Advanced HTML5 and CSS3

-CIW User Interface Designer

-LPI Linux Essentials

-ITIL®1 Foundation Certification

* Attended Washington State University; completed A+ Certification coursework at Bellevue College & Lake Washington Institute of Technology.
* Microsoft Independent Advisor for Directly.com, an online crowd-powered artificial intelligence Q&A service.
* **Hands-On and Sandbox Experience**:
  + Slack (gowenplaces.slack.com), Zendesk (gowenplaces.zendesk.com), Office 365 (superduke.onmicrosoft.com)
  + Exchange Online, PowerShell (Exchange Management Shell), Active Directory, Microsoft Power BI, Azure Admin
  + Professional & Social Media: YouTube, Google+, LinkedIn, Twitter, Facebook
* **Working-Experience**: SharePoint, Microsoft Teams, VOIP Phone systems, Office suite, Office 365 Admin & Exchange Admin Center, Skype for Business, Greenhouse.io, ADP, wireless and LAN network troubleshooting.
* **Continuous Self-Improvement Plan**: In addition to regular coursework for the B.S. in IT program at WGU, I am also pursuing in-depth studies and trainings to expand my knowledge and bolster my skillsets in:
  + Microsoft SQL / MySQL
  + Command Line Interface (CLI), PowerShell Scripting, Python, Ruby
  + Salesforce Certifications through Trailhead (https://trailhead.salesforce.com/en/me/gowenplaces)
    - Administrator, Advanced Administrator, App Builder
  + Azure Administrator – MCSA Linux on Azure and then MCSE: Cloud Platform and Infrastructure
  + Agile - Certified Scrum Developer (CSD)
  + Tableau Certifications: Desktop Qualified Associate & Certified Professional

**Self-Improvement Plan is located here**: https://github.com/GowenPlaces/WGU-Portfolio