KIRK BAILEY

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**OBJECTIVE**

I am a Customer Relationship & Account Management Specialist with an academic and professional background in Information Technology looking to build on my experience with a new role. My work is tech adjacent, but I maintain an innate affinity for technology that makes adapting to it and using it in business-focused contexts natural and enjoyable.

**SKILLS & CERTIFICATIONS**

* Microsoft 365 Fundamentals Certified
* Project Management
* Account Management
* Financial Planning
* Full-Stack Web Technologies (HTML, CSS, JS etc.)
* Azure Fundamentals (A-Z 900 Certified)
* Dynamics 365 Fundamentals Certified
* Prosci Change Management Practitioner

**EDUCATION**

**University of Georgia** | Graduated 2017 | BBA in Management Information Systems | Terry College of Business

**WORK EXPERIENCE**

**Microsoft, Customer Success Account Manager July 2020 – Present**

* Leads diverse portfolio of 10+ accounts in the Federal Civilian and Tribal spaces valued at ~11 million dollars through full lifecycle of software implementation and management
* Responsible for smooth orchestration of strategic internal and external activities within portfolio
* Serves as a bridge between customer and internal stakeholders during key projects
* Ensures customer goals are met via consistent and thorough communication, planning, and execution
* Serves on new-hire training board, diversity & inclusion committee, and youth outreach committee
* Recipient of Microsoft’s Hero Award
* Recipient of Microsoft’s Spot Award

**Microsoft, Technical Account Manager July 2018 – July 2020**

* Managed a diverse portfolio of ~$4.5 million dollars through product changes, cloud migrations, etc. in their digital journeys
* Led the most strategically significant account in his operating unit to 10% year-over-year growth
* Played a key role in Installing a new delivery approach to improve the level of service provided to customers and work-life balance for peers
* Managed operational support team (Premier) to ensure customers can maximize their investments in Microsoft products and services
* Served on Delivery Excellence board to promote efficient and compliant operation across his business unit
* Co-creator of “Azure Playbook” used to better prepare team to respond to opportunities to leverage Azure in customer spaces

**UPS - IT Solutions Engineer**

**January 2018 – June 2018**

* Led the pre-sales technical components of requests for proposals, parsing client storage and shipping needs into internal technical solutions, as well as pricing them accordingly
* Coordinated and led business requirement verification meetings to specify project scope
* Defined contractual goals with the highest attention to detail
* Streamlined and modernized cost estimator for requests for proposals via Excel to shorten response times to customers by roughly 50%