

April 2024 - Present: Partner Solution Architect (Azure VMware Solution), Microsoft - *Cloud Solution Architect responsible for leading technical enablement and strategic guidance for Microsoft partners building Azure infrastructure solutions. Delivers deep technical engagements—including workshops, architectural design sessions, and solution development—to drive Azure adoption and partner success.*

- Spearheaded technical enablement efforts by delivering partner workshops, bootcamps, and architectural design sessions to accelerate Azure infrastructure adoption.
- Guided strategic Azure implementations across diverse partner and customer environments, including large-scale data center migrations and hybrid cloud deployments.
- Led Proof of Concepts (PoCs) that showcased Azure VMware Solution (AVS) and Microsoft Azure's value, unlocking key wins for partners and driving early adoption of services like Azure Elastic SAN, AVS Gen 2, and new AVS node types..
- Collaborated with engineering and sales teams to resolve technical blockers, influence go-to-market strategy, and ensure product excellence through real-world partner feedback.
- Acted as a trusted advisor for partners on highly available, secure, and scalable Azure solutions, enhancing operational reliability and performance in customer implementations.
- Evangelized partner-built Azure solutions through architecture review sessions and customer briefings to drive joint success and visibility in the ecosystem.

November 2022 - April 2024: Cloud Solution Architect (Azure VMware Solution), VMware - *Presales SE responsible for the sale and support of Azure VMware Solution. Implemented customer scenarios in lab environments to test and validate solution requirements. Spearheaded AVS pilot programs and technical validation initiatives aimed at illuminating the capabilities of the AVS service. Delivered technical workshops and presentations on networking and security, network virtual appliance placement and VMware's cloud mobility platform each tailored to the distinct nuances of each customer with the goal of understanding the customers technical requirements and architecting solutions to meet them.*

- Became a trusted advisor to my customers by interpreting sophisticated technical problem statements and producing clear and simple solutions resulting in a better understanding.
- Supported the entire country of Canada as the sole Cloud Solution Architect, encompassing all sectors and regions.
- Successfully ran 10 Pilot/POC's in 10 months. Achieved a 90% win rate.
- Helped create a business case for new storage options added to AVS portfolio.
- Significantly improved sizing training for new hires by developing comprehensive enablement content.
- Provided updates and maintenance for 3 global interactive vSphere and AVS demo environments.
- Produced How-To videos and comprehensive enablement content to empower the field team to articulate our AVS strategy.
- Sized customer environments based on expected cloud consumption and worked with the sales and cloud economics team to deliver TCO and ROI reports.

July 2020 - January 2023: Customer Success Technical Account Manager, VMware - *Enterprise and Global Dedicated TAM responsible for offering expertise, access and help maximizing ROI in VMware solutions by functioning as a trusted advisor and extended member of the team. Served customers in the Banking, Gaming, Cyber Security and Telecom sectors as a cross-functional and cross-company advocate. Guided customers in best practices and facilitated progress towards their strategic goals.*

- Founded and Lead Global Support (GS)/TAM Interlock to merge previously siloed business units, with the goal of strategizing ways to address issues together and provide 800 TAMs globally, with better processes to work with GS.
- Developed a procedure to convert VMware Security Advisories into email friendly format which is utilized by over 800 VMware TAM's, Global Support and Solution Engineering teams that went out to 2600+ customers globally.
- Measured and proven success reducing customer total case age by 83% and decreasing total number of opened tickets by 30%, increase in security vulnerability remediation and improved VMware product adoption.
- Gathered customer feedback. Submitted over 80 new product feature requests.
- Led monthly enablement sessions for Global account. Resulted in significant reduction in open tickets and increased stickiness of the vRealize suite.

January 2020 - May 2020: Help Desk Technician I, Aethercomm Inc - *Responsible for providing administrative desktop computer, peripherals and telecom support to internal customers. Coordinating with engineering teams on new projects. Managed the roll out of new desktops and phone systems. Diagnose and troubleshoot a wide variety of technical problems.*

- Replaced over 200 outdated phones with RingCentral phone systems. Improved communication for 100% of employees.
- Upgraded 25 engineering computers with new GPU, RAM and CPUs. Enhanced productivity and increased efficiency for 25 engineers.
- Documented new process and organized knowledge transfer. Improved onboarding process by 50%.

August 2019 – January 2020: IT Support Specialist & Web Developer, Rayzist Photomask - *Support Specialist responsibilities included providing support to internal customers and collaborating with external vendors to address technology issues. Web Developer responsibilities focused on front-end development and design for various internal and external websites.*

- Designed UX, website appearance and brand of new company and published QualitySheetMetalFabrication.com
- Improved design and functionality of rayzist.com, resulting in the publication of a new company website.
- Provided back-end database support for multiple websites in MySQL using Navicat.
- Enhanced existing interface used in shipping to support paperless functionality, reducing paper waste by 100%.

Education

BS Computer Science Information Systems - Business minor, California State University San Marcos

Certifications

VMware Certified Professional: Data Center Virtualization (VCP-DCV)

VMware Certified Professional: Cloud Management and Automation (VCP-CMA)

Microsoft Certified: Azure Fundamentals (AZ-900)

Microsoft Certified: Azure Administrator Associate (AZ-104)

Microsoft Certified: Azure AI Fundamentals (AI-900)

Microsoft Certified: Azure AI Engineer Associate (AI-102)