

**Erica Turner-Sumiyoshi**

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**HIGHLIGHTS**

Azure Active Directory | Node.js | MongoDB | Express.js | React | Debugging/Testing

**WORK EXPERIENCE**

**Microsoft** | Redmond, WA

*Program Manager 2 / Identity CXP / March 2019-Present*

- Input: Drive customer satisfaction and net promotor score through product improvements and new/enhanced functionality. Output: Customer retention and revenue.
- Analyze customer experience through data including but not limited to; Azure Identity product ratings & verbatims, support case numbers & trends, product ease of use & value add, session time on portal blades, blade loads, and actions/activity/clicks on blades.
- Discover relationships between different customer experience facets to reactively improve customer satisfaction, as well as predict customer satisfaction and retention.
- Feed trends discovered via verbatims into the designing of new features.
- Engage with strategic cloud customers through in-person and virtual meetings to discover blockers, vet mock-ups, and discuss gaps where use cases are not covered.
- Perform technical configuration assessments for strategic cloud customers to improve identity and access management posture.
- Manage automated detractor outreach solution to scale customer interactions.
- Conduct cloud competitor research projects to drive product improvements, innovation, and to equip the field and sales teams to drive competitor conversations.

**Microsoft** | Dallas, TX

*Support Escalation Engineer / Azure Active Directory / July 2015-March 2019*

- Used trace analysis and other sophisticated debugging tools to analyze/troubleshoot problems and develop solutions to meet customer needs.
- Quickly built technical depth within new Azure Active Directory feature areas.
- Managed customer relationships in critical situations by effectively communicating both verbally and written, while also expediting the path to resolution.
- Collaborated on cross-team and cross-product technical issues by working with resources from other groups as needed to resolve customer issues.
- Addressed product bugs/limitations and provide accurate descriptions to premier customers and account executives on fixes.
- Contributed to the growth and development of the team by conducting interviews, mentoring new hires, and improving training material.
- Actively sought, understood, and utilized automation tools and provided feedback on tool enhancements.
- Identified and addressed process gaps and shared possible solutions to improve the customer experience.
- Accurately scoped reported issues to ensure data correctly reflects problematic areas

within technologies.

- Reviewed and addressed negative patterns within metrics to improve engineer efficiency and customer satisfaction.
- Developed documentation on commonly reported issues to educate customers and empower them to self-resolve issues.

### **CarMax Auto Finance | Kennesaw, GA**

*Collection Specialist I/II | May 2014 – June 2015*

- Negotiated account payments with debtors to reduce company's amount loaned.
- Educated customers on account financial data such as interest accruals, late fees, credit reporting, payment/account management options.
- Secured customer payments via inter-company payment systems/tools.
- Collaborated on interdepartmental issues to produce customer solutions and agreements.

## **EDUCATION**

### **University of Washington | Bellevue, WA**

*Full-Stack Web Development Program | May 2020*

### **Southern Polytechnic State University/Kennesaw State University | Marietta, GA**

*Bachelor's Degree in Information Technology, Minor in Business Administration | August 2015*

## **SKILLS**

- Web Technologies: JavaScript, Node.js, HTML, CSS, JSON, Web API, RESTful API, SQL, Sequelize
- Data Analysis: Excel, Power BI
- Azure SaaS/Web API application configuration and management
- PowerShell scripting, Command Prompt commands
- Data analysis via Gephi, Microsoft Visio, and Dia Diagram Editor

## **ACTIVITIES**

### **BAM (Blacks at Microsoft) Community Outreach Program Manager | September 2018-Present**

- Responsible for creating a systematic method to sourcing, building, and nurturing external partnerships in a scalable way that brings value to BAM Texas and Microsoft. Focus on collaborations, community involvement, community partnerships and volunteerism. Daily activities include scouting opportunities for partnership, acquiring partners and external resources, scheduling meetings between partners and internal resources, planning events with partners and the BAM committee, and cultivating relationships with partners and external resources.

### **NSBE (National Society of Black Engineers) | August 2013-Present**

### **STEM Women Leaders | August 2014- May 2015**