Johnny M Harbieh

Solution Architect

I am a passionate and creative technical architect with over 25 years of professional experience. My work spans all aspects of solution and application development lifecycle; from requirements gathering and analysis, to architecture, planning and design, development, technical support, governance, user adoption and education. I use my experience from the field along with the latest platform, cloud and AI technologies to provide guidance to my customers, empowering them to define and deliver complex solutions that solve business problems.

The verticals and industries I worked in include Government, Education, Manufacturing, Professional Services, Utility, Sports and Entertainment, Banking and Financial, Healthcare, Software and medical devices.

**CHRONOLOGICAL WORK HISTORY**

**Technical Specialist, Architect 2023 – Present**

In this role, I engage with and guide customers in making technical decisions that lead to the purchase and effective use of Microsoft technology. I leverage sales strategies to support customer digital transformation and ensure technology aligns with their business needs. By deeply understanding customer requirements, gathering their feedback, and providing strategic insights, I help drive impactful solutions. I demonstrate Microsoft solutions to showcase their capabilities, apply architectures to real-world scenarios, and collaborate in partner sell-with opportunities to maximize the value of the partner ecosystem. As the central orchestration point for technical resources, I work diligently to resolve blockers and ensure seamless solution implementations.

Technologies and Skillsets include Power Platform, Azure, Office 365, GitHub, Azure DevOps, Cloud Native, Microsoft AI Services, Copilot

**Cloud Solution Architect, Microsoft 2021 - 2023**

In this role, I provided technical and solution architecture expertise on Microsoft Azure PaaS, Integration Services and Cloud Native solutions. My work included cross-solution areas, such as: Power Platform and Office 365.

My work includes the following responsibilities:

* Apply technical knowledge and customer insights to define highly complex technology-based business solutions.
* Provides thought leadership regarding application design, architecture, and integration.
* Ensure all solutions exhibit high levels of performance, security, scalability, maintainability, and appropriate reusability and reliability upon deployment
* Develop deep relationships with key customer IT decision makers, who drive long-term cloud adoption within their company to enable them to be cloud advocates
* Be the Voice of the Customer; Share insights and best practices, and connect with Engineering teams to remove key blockers
* Assess the Customers' knowledge of Azure platform and overall cloud readiness to support customers through a structured learning plan and ensure its delivery through partners
* Collaborate with other Cloud Solution Architects in developing complex end-to-end Enterprise solutions on the Microsoft Azure platform
* Maintain technical skills and knowledge of market trends and competitive insights
* Collaborate and share with the technical community
* Be an Azure Platform evangelist with customers, partners, and external communities

Technologies and Skillsets include Power Platform, Azure, Office 365, GitHub, Azure DevOps, Cloud Native, Microsoft Azure Cognitive Services

**Customer Success Manager, CDW LLC 2019 – 2021**

As a Customer Success Manager, I focus on the success of my customer. My goal is to help my customers achieve their business outcome.

## Key Areas of Responsibility

* Maximize customer value and accelerate adoption
* Coordinate across sales, pre-sales, services, and channel teams
* Lead customer success strategies
* Discover customer expectations, competitive landscape as well as technical requirements and define actions to be performed within the solution lifecycle
* Develop and maintain strategic relationships
* Be a subject matter expert in multiple families of solutions
* Advocate customer needs/issues cross-departmentally
* Engage with customer executives and other influential stakeholders to identify, define, track and measure the overall impact of your aligned solutions to an organization
* Ensure customer creates value through defining and achieving business outcomes
* Navigate easily in traditional complex Enterprise environments
* Demonstrate advanced insights and understanding of customers business/industry
* Escalate critical customer issues and ensure escalation ownership with internal resources
* Act as Voice of the Customer and provide feedback to Services, Sales, Operations and Channel teams as appropriate
* Develop Statements of Work (including work estimates), RFPs, RFIs, and proposal content
* Maintain pre-sales pipeline data, develops plans, and takes actions to move opportunities to closure
* Develop and deliver "success plans" to key customers identifying stakeholders, milestones, metrics, and risks inherent in an implementation

**Enterprise Architect, CDW LLC 2017 – 2019**

As an Enterprise Architect, I apply technology vision and consulting experiences to drive successful strategic planning and completion of customer projects.

## Key Areas of Responsibility

* Sales Support
* Customer Relationship Development
* Cross-Vendor Solutions Development
* Vendor Relationship Development
* Project Completion
* Project Escalation

## Responsibilities

* Sales – provided broad, cross-vendor architectural support to customer and Solutions Architects, reviewed system designs and participate in bid assurance process for solution opportunities and worked with Solution Architects to define solution strategy for cross vendor projects.
* Customer Relationship Development – I conducted technology envisioning sessions, performed technology readiness assessments, health checks, and project milestone reviews and delivered technical training as required by customers.
* Cross-Vendor Solutions Development – I collaborated with Technical Architects to identify and validate emerging Advanced Technology opportunities within the region, assisted other Technical Architects in building standard operating procedures and best practices for cross-vendor implementations
* Partner Relationship Development – I frequently collaborate with Partner resources (Cisco, EMC, Microsoft, etc.) to identify and validate emerging Advanced Technology opportunities within the region.
* Project Completion -
  + Planning – participated in kickoff meetings, built solution implementation roadmaps, collaborated with Project Managers, Technical Leads, and Senior Engineers to ensure successful execution of project plans, as required by customers
  + Design – I created and/or evaluated technical designs for customer systems, developed test plans, built proof of concepts and participated in design reviews to ensure alignment with customer’s business requirements
  + Implementation – I led both first-to-market and large-scale advanced technology pilots, along with cross-vendor engagements to help establish CDW as the first-choice provider of Advanced Technology solutions
  + Closure – I assisted in and led post-project debrief sessions, archived any intellectual property and transferred knowledge to Sales, Engineers, Managed Services, Technical Architects, and Practice teams
* Project Escalation - Provided leadership and support to resolve mission–critical customer issues, both technical and customer satisfaction
* Travel Expectation – 50%

**Technical Lead, CDW LLC 2012 - 2017**

As a Technical Lead, I was heavily involved in team leadership, team member mentoring and technical skill development. In addition, I served in various capacities that involved sales enablement, development of practice processes, creation of assets, and methodology artifacts, proof of concept development as well as assist in project management, scoping and estimating of new efforts, product refinement and service offering definition rollout.

## Key Areas of Responsibility

* Technical team and project leadership
* Delivery of advanced technology solutions
* Work with practice and sales management to define product and service offerings
* Provide technical leadership and guidance on projects
* Provide coaching and mentoring to new (on-boarding) and existing team members.

## Responsibilities

Primary focus areas or center of excellences included the following

* Microsoft Collaboration and Productivity
  + SharePoint Online and On-Premises, Yammer, OneDrive, Teams, Search, Add-Ins
  + Compliance and Data Loss and Prevention
* Microsoft Cloud (Azure PaaS, Office 365)
* App Development (SharePoint, Windows and Windows Mobile)

**Lead Consultant, Avtex 2010 – 2012**

As a lead technical and business consultant, I managed several project teams through requirements gathering, solution design and implementation of Microsoft productivity and collaboration platform which included SharePoint Server and Office products.

## Key Areas of Responsibility

* Provide consulting expertise in Solution Architecture
* Provide leadership, training, and mentoring to other associate and mid-level consultants
* Team leadership and responsibility to deliver successful projects to our clients
* Though leadership
* Participate in strategy and innovation research and development activities
* Sales Support

## Responsibilities

Technically, my primary focus areas where in Microsoft Productivity suite. I worked with products, such as SharePoint, BPOS, Office 365 and general solution development which included

* Development of Web Parts, Custom Add-Ins and Controls
* Programmatic Document and File Migration
* Workflow and Business Process Automation Development
* Custom Extensions and Development of Custom Administrative Pages
* Development of Dashboards with Integration to Back End Systems
* SharePoint Information Architecture, Site Structure and Taxonomy Design

### SIGNIFICANT ACCOMPLISHEMENTS

* + **Technical and Practice Leadership** expertise in establishing, recruiting and interviewing for specific role assignments. Responsibilities include: mid management strategy and development plans, team member mentoring and technical skill development, sales enablement, practice processes, assets, and methodology development, project team, project management, scoping and estimating, product refinement and service offering definition rollout
  + **Enterprise Solutions, Patterns and Practices Architectures** development following best practices in business analysis and design, requirements gathering, solution-ing, software development, quality assurance and testing as well as support and knowledge transfer and training. Knowledge in Microsoft Operations Framework and SDLC.
  + **Portals and Enterprise Content Management** expertise leading and participating on teams that deployed Microsoft SharePoint Server solutions, custom ASP.NET and MVC web applications for medium to large companies and government agencies. These web portals included applications for publicly facing web sites, eCommerce portals (B-to-B and B-to-C) as well as secure extranet scenarios for financial companies and local and national law firms
  + **Upgrades and Migrations** expertise including assessments and work on Lotus Notes to SharePoint, ASP.NET to SharePoint, static HTML to SharePoint, SharePoint to SharePoint, SharePoint on-premise to Office 365 and BPOS Dedicated scenarios, Classic ASP and VB components to .NET and ASP.NET. Domain to Domain SharePoint User and Data Migrations. Other migration work included custom scripting solutions in PowerShell for on-premise Exchange to Exchange 2010 Online, conversion of classic applications to Azure hosted websites and SharePoint Add-Ins.
  + **Deployments and Configuration** expertise including server topology design, install and configuration for intranets, extranets, and internet facing sites on SharePoint 2007, 2010, and 2013. SharePoint Deployments included mid-size (3-4 Servers) to large farms (6-12 or more). Deployment work included executing knowledge transfer and design workshops around the following concepts: Security, Service Level Agreements, Governance and Manageability, Taxonomy and Information Architecture Design
  + **Desktop and Web Application** development integrating backed ERP and CRM systems into SharePoint. Developed custom applications with Office Add-Ins, Web Parts, and Connected Web Parts on top of Microsoft Dynamics CRM, Pivotal CRM, JD Edwards’s relational database server, and Lawson Software. Developed many custom and n-tier solutions utilizing data, business logic and presentations layer technologies with MVVM, Web Matrix and RZOR engine, SOAP and web services, such as: ASMX and WCF. Wrote custom .NET WPF widgets for Lawson Smart Office to surface SharePoint lists and libraries on the desktop. Developed Microsoft Vista Gadgets to display custom RSS feeds and project status information on the desktop. Developed components and frameworks for producing, querying, displaying and rendering of XML, Graphics, and PDF documents.
  + **SharePoint Development** Feature development expertise included work on custom workflow activities, WWF workflows with forms, InfoPath development, Event receivers, custom Timer Jobs, Custom Publishing and Field Controls, Page Layouts, and Master Pages, Ribbon Actions, Custom Event Logging, Sandbox Solutions, Custom Menu-ing systems, List and Site Templates and Definitions, Web Parts, Connected Web Parts, List, Field, and Site Provisioning tools, Forms Based Authentication and other utilities. SharePoint 2010 / 2013 sandboxed solutions, SharePoint hosted apps/add-ins as well Azure and High Trust hosted add-ins.
  + **Cloud Solutions and Assessments** Proof of concept and Pilot work including Windows Azure, AWS, and Google Cloud, mostly in PaaS and some IaaS, SQL Azure Services, Mobile Services, Storage and Media Services, SharePoint Online integration with CRM Online, Public Web Site branding.
  + **Mobile Apps** expertise includes design and development of Windows 8 Store Apps for line-of-business applications, Portfolio Apps (products and services, resume).
  + **Business Intelligence** expertise includes planning, design, development, and configuration of backend database structures, data marts and OLAP cubes. Delivered multiple projects that included self-service, personal, team, and corporate BI components surfaced through PerformancePoint dashboards and SSRS integrated reporting with SharePoint.
  + **APIs and Frameworks** expertise includes working with several known APIs and Frameworks, such as: Office 365 Graph, Azure AD, Spark, Lync (OCS), Smart sheet, Bot Framework
  + **Cognitive Services and AI** expertise includes working with Text Analytics and Natural Language Processing

### TECHNICAL PRODUCT AND TECHNOLOGY

* + Cloud Providers and Platforms (Microsoft Azure, Google Cloud, Amazon Web Services)
  + Office 365, Google Apps, Zoho
  + Identity and Federation: Auth0, Azure AD, Ping Federate, ADFS, OAuth, SAML
  + AngularJS, Node.js, jQuery, Ruby on Rails
  + Microsoft .NET Framework (C#, F#, J#)
  + Microsoft Silverlight, Windows Presentation Foundation (WPF) in XAML and C#, MVC and WCF
  + Programming Languages: Classic ASP, .NET C#, Java, JSP, C++, J++, C, VB, Perl, Windows Batch File scripting, PHP, DHTML, Perl and Perl Script, Win.JS, JavaScript, and Python
  + RESTful, SOAP, XML, JSON
  + Query and Data Layer languages and tools including LINQ to SharePoint, LINQ to SQL, Entity Framework, TSQL, PL-SQL, and CAML
  + Client-Side Scripting in AJAX, JavaScript, Win.JS, CSS 3, and HTML 4 and 5
  + SharePoint Object Model (Server and Client - .NET, JavaScript and Silverlight)
  + Microsoft SQL Server Reporting Services (SSRS) Native and Integrated Mode w/ PowerView
  + Microsoft SQL Server Integration Services (SSIS)
  + Microsoft SQL Server Multi-Dimensional Analysis Services (SSAS) including PowerPivot for SharePoint 2010 / 2013 and Tabular mode
  + Microsoft Performance Point Server 2007 server deployments and upgrades to 2010 and 2013
  + PowerShell Scripting and Programming
  + Microsoft Patterns and Practices and Operations Framework
  + Relational Databases: MySQL, Oracle, and SQL Server
  + NoSQL Databases: Mongo, Cosmos DB
  + Microsoft Access
  + Windows Server, Server Core, and Hyper-V
  + Simple Mail Transport Protocol (SMTP); Windows Load Balancing (WNLB)
  + Internet Information Server
  + Apache Web Server
  + IBM Web Sphere
  + Microsoft Active Directory Services, DNS, and Certificate Authority roles
  + Microsoft Office SharePoint Server
  + Project Server
  + Microsoft Office
  + Microsoft Office SharePoint Designer
  + Microsoft Office InfoPath
  + Microsoft Visual Studio
  + Adobe Photoshop, Adobe Image Ready, and Adobe Illustrator
  + Virtual PC, Virtual Server R2, Hyper-V, Visual Studio, Visual Source Safe, Team System
  + Telnet, SSH, Subversion, LINUX and SOLARIS

### EDUCATION CREDITS AND CERTIFICATIONS [11332143, 3401338]

* Microsoft Azure Data Fundamentals
* Microsoft Azure Developer Associate
* Microsoft Azure Solutions Architect Expert
* Microsoft Azure Administrator Associate
* Microsoft DevOps Engineer Expert
* Microsoft Certified Solution Expert, Cloud and Platform
* Microsoft Certified Office 365 Deployment
* Microsoft Advanced Windows Store App Development in HTML5 and JavaScript
* Microsoft Programming in C# Language Specialist
* Microsoft Core and Advanced Solutions for SharePoint Server 2013 (2 Exams)
* Microsoft Certified IT Professional for SharePoint 2007, and 2010
* Microsoft Certified Professional Developer (MCPD) for SharePoint 2007, and 2010
* Microsoft Certified Professional Developer (MCPD) for Windows and Web .NET 4.0
* Microsoft Certified Solutions Developer (MCSD) for .NET Framework
* Microsoft Certified Database Administrator (MCDBA) for SQL Server 2000
* Microsoft Certified Technology Specialist (MCTS) for WSS and MOSS 2007
* Microsoft Certified Business Value Planning Services (BVPS)
* Microsoft SharePoint Solution Design Course on Records Management
* Microsoft Office 365 Deep Dive (w/ Global Knowledge)
* Microsoft SharePoint Server 2010 Ignite Training (Online)
* Microsoft Office SharePoint Server 2007 Administration Deep Dive
* Microsoft Office SharePoint Server 2007 Developer Deep Dive
* Microsoft Office SharePoint Server 2007 Search Deep Dive
* Microsoft Performance Point Server 2007 Deep Dive
* Microsoft SharePoint Conferences (attended since 2003)
* Microsoft Virtual Labs and Sales Demos
* Microsoft Windows 8 Development Deep Dives
* Microsoft Windows Phone Development Deep Dives
* Microsoft MOC SQL and OLAP Training
* Microsoft TechNet Virtual Events and Webinars (Visual Studio, SharePoint)
* Software Developer Diploma, Minnesota School of Business, MN
* iManage Worksite Engineer
* Associate degree in Computer Science, Quincy College, MA

### PUBLISHED WORK

* SharePoint Beagle, Content Deployment in Microsoft Office SharePoint Server (4 articles)

### SharePoint Wrox Books on MSDN (4 articles)

### COMMUNITY

* Toastmasters International
* Minnesota SharePoint User Group
* New Horizons of Minnesota Computer Learning Centers
* North Central Electric and Power Association
* SharePoint Technology Workshops Meet Up Group
* Microsoft International Association of Career Professionals, Minnesota Chapter
* PEP Program, MSDN Newsgroups, Personal Blog
* SharePoint User Conference, Fargo, ND
* SharePoint PowerShell User Group
* MNSharePint meetup group
* Northwest Soccer Club
* US Chess

### WORK HISTORY

* + 2021 – Present, Solution Architecture, Microsoft
  + 2019 – 2021, Customer Success Manager, CDW LLC
  + 2017 – 2019, Enterprise Architect, CDW LLC
  + 2012 – 2017, Technical Lead, CDW LLC
  + 2010 – 2012, Lead Consultant, Inetium LLC (Avtex Solutions LLC)
  + 2010 – 2010, Microsoft Consultant, RBA Consulting
  + 2008 – 2010, Portals and Collaboration Practice Lead, Analysts International
  + 2006 – 2008, IW Architect, Berbee Information Networks (CDW LLC)
  + 2005 – 2006, IW Consultant, Fujitsu Consulting Inc.
  + 2004 – 2005, Microsoft Application Developer, Landscape Structure Inc.
  + 2003 – 2004, Microsoft Consultant, Robert Half Technology
  + 2002 – 2003, Web Application Developer, KemTech Inc.
  + 2002 – 2005, Independent Consultant, Webeccentric Inc.
  + 2001 – 2002, Microsoft Application Developer, Ropes & Gray
  + 1999 – 2000, Web Application Developer, MarkNet Communications

**OTHER HISTORY**

* + 1994 – 1999, College class/course projects (HTML, Visual Basic, C, C++, Java)
  + 1992 – 1994, Computer Center student, special projects (Dbase, Dbase++, Pascal)