**Joseph Browning**

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**Professional Profile**

A confident and results-driven professional with a highly successful background in training, content creation and technical acumen. Committed to achieving and exceeding demanding targets and business objectives, while remaining focused on providing an exceptional standard of IT services. Possesses excellent interpersonal and communication skills, the ability to influence decisions and to develop positive internal and external relationships. Enjoys building, managing and motivating successful and productive teams. An out of the box thinker with an ardent desire to innovate and excels in challenging working environments.

**Objective**

Currently looking for a new and challenging position, fostered by an environment that will make best use of my existing skills and experience while enabling further personal and professional development.

**Career Summary**

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| **Microsoft**  **2015-2016** | **Technical Manager, Freehold, NJ** |

* Created an Excel Macro to manage demo computers, saving the company over a hundred thousand dollars in labor costs per year
* Created tools in C# and SQL to manage the large scale deployment of EDU sales
* Started the first weekly training program to help associates train for their A+ and Microsoft Windows certifications
* Consulted on Office 365 implementation and rollout for several small to medium sized business
* Designed reference machines and created images utilizing the Windows Deployment Services for Lennar

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| **2014-2015** | **User Acceptance Testing and System Trainer, Redmond, WA – Puerto Rico** |

* Consulted on the design and implementation of the complete systems overhaul for Microsoft Retail Stores.
* Accountable for training hundreds of associates for Microsoft Retail, on a national/international scale
* Designed and delivered the first systems training program for Microsoft Stores in the US and Canada
* Demonstrated strong leadership and organizational skills, delivering effective management of communication between multiple support teams across various departments
* Promoted the use of Microsoft Dynamics platforms through [presentations](http://en.wikipedia.org/wiki/Lecture), user [demonstrations](http://en.wikipedia.org/wiki/Demonstration_(people)), recorded demonstrations, and the creation of reference material
* Delivered performance management, devising and setting Key Performance Indicators and provided ongoing training and development to ensure fulfillment of business objectives
* Managed the rollout of new Inventory Database and training for the Puerto Rico pilot store.

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| **2012-2013** | **Technical Manager, Freehold, NJ** |

* Provided ongoing sales training to a team of 30 employees at the Microsoft Store resulting in the #1 retail store nationwide
* Drove continuous improvement through process discipline and innovation
* Trained and developed a tech team of 8 employees to obtain Windows 8 certification
* Identified ineffective or non-existent processes, analyzed organizational impact and took action to build new processes or strengthen existing ones
* Achieved the highest profitable Service team for 4 consecutive quarters, excelling over any other Service team
* Created and implemented market and companywide reports to analyze sales trends with Excel and an SQL server

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| **2012 (3 months)** | **Tech Advisor, Freehold, NJ** |

* Successfully achieved highest individual services sales
* Promoted soon after store opening based on peer leadership and performance

**I.T Proficiency**

* **Microsoft**: Win XP-10, Dynamics CRM and AX, Azure, Exchange, Office 365, Word, Excel, Power Point, OneNote, InfoPath, SSMS, Visual Studios,
* **Google:** Chrome OS
* **Mac**: OSX 10x Pages, Numbers, Final Cut Pro
* **Mobile**: iOS, Android, Windows RT, Windows Phone
* **Languages:** VBA, C#, C++, SQL, HTML, JavaScript, JQuery

**Accomplishments**

**2013** – First Microsoft Manager of the Quarter recipient for the North East Market

**2014** – 1 out of 13 associates chosen from two thousand applicants to work on the Microsoft Retail Dynamics team

**2014** – 1 out of 4 Microsoft Retail Dynamics team members selected to deploy new systems in the Puerto Rico pilot store

**2015** – Trained and supported the largest Retail System rollout in Microsoft History through the US and Canadian regions