|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Phillip D. Molock** | | | | |
| 2532 W. Carmen Ave #2 Chicago, IL 60625  (312) 415-7071 | [Phillip.Molock@outlook.com](mailto:Phillip.Molock@outlook.com) | [LinkedIn](https://www.linkedin.com/in/phillip-molock-1b4a6979) | | | | |
| **EDUCATION** | | | | |
| **The University of Georgia (UGA),** Terry College of Business  *Bachelor of Business Administration in Management Information Systems*  Overall GPA: 3.50/4.00 | Athens, GA  December 2012 | | | |
| **UGA,** Terry College of Business  *Bachelor of Business Administration in Economics*  Overall GPA: 3.42/4.00   * **Honors:** Hope Scholarship Recipient, Dean’s List * **Senior Thesis:** “Intertemporal Consequences of Central Banking” | Athens, GA  December 2010 | | | |
| **WORK EXPERIENCE** | | | | |
| **Microsoft** | |  | | |
| *Technical Account Manager, Enterprise*   * Managed portfolio of 3 Microsoft Premier Enterprise customer contracts valued at $2,795,038.   + Collaborated with customer leadership to deliver problem management and reactive troubleshooting to relieve technical blockers to key initiatives such as Office 365 migrations, Cloud Operations Rationalization, IT Service Management, Azure Data Analytics, Azure Platform as a Service (PaaS) and Infrastructures as a Service (IaaS) implementations.   + Aligned Premier services such as dedicated support engineers, code reviews, technical workshops, and custom onsite consultation to identify and mitigate reactive incidents proactively. * Analyzed portfolio’s business objectives and cloud consumption data to assist with aligning Office 365 and Azure investments with business direction. * Delivered 100% TAM satisfaction on Premier Surveys in FY17. * Attained 115% of Premier Billed Revenue target for my portfolio of customers ($2,743,154 total revenue) in FY17. * Reached 149% of Office Current Active Usage goal in FY17. * Cloud consumption lead and Cloud Ranger for Midwest District assisting team members with understanding Cloud Consumption metrics, tracking, and strategies for attainment. | | Chicago, IL  July 2016 – Present | | |
| *Technical Account Manager, Enterprise*   * Managed portfolio of 4 Microsoft Premier Enterprise customer contracts valued at $1,431,272.   + Partnered closely with Information Technology (IT) and business leadership to deliver problem management and reactive troubleshooting to relieve technical blockers to key initiatives such as Office 365 migrations, global datacenter consolidations, IT Service Management, and Azure Identity and Infrastructures as a Service (IaaS) implementations.   + Aligned Premier services such as risk assessments, technical workshops, and custom onsite consultation to identify and mitigate reactive incidents proactively. * Grew the value of my portfolio by $481,181. * Delivered 100% TAM satisfaction on Premier Surveys. | | Atlanta, GA  June 2014 – June 2016 | | |
| *Technical Account Manager, Mid-Market*   * Managed a portfolio of 30 Microsoft Premier Mid-Market customers valued at $880,000.   + Partnered closely with IT and business leadership to deliver problem management and reactive troubleshooting to relieve technical blockers to key initiatives such as Exchange Server migrations, Active Directory consolidations, IT Service Management, and Office 365 migrations.   + Aligned Premier services such as risk assessments, technical workshops, and custom onsite consultation to identify and mitigate reactive incidents proactively. * Grew the value of my portfolio by $323,288. * Delivered 100% TAM satisfaction on Premier surveys. * Joined Microsoft through the Microsoft Academy of College Hires (MACH) and attended training sessions aimed at professional development and enterprise skills for college hires * Served as a mentor for new MACH hires to the Fargo campus assisting them with onboarding and acclimation to the TAM role. | | Fargo, ND February 2013 – June 2014 | | |
| **KPMG LLP**  *Advisory Intern – Business Intelligence*   * Assisted an IT Transformation project team creating an Oracle R12 ERP rationalization roadmap for an international industrial gas producer. * Worked with the accounting manager of a large natural gas provider to transform Oracle 11i Receivables training documentation to reflect Oracle R12 EBS changes. | | Atlanta, GA  June 2012 – August 2012 | | |
| **RELEVANT PROJECTS** | | | | |
| **Business Process Improvement** – *Terrapin Brewery*   * Mapped Terrapin Brewery’s brew to bottle process using BPMN methodology and Microsoft Vizio in order to locate process improvements. | | | | Fall 2011 |
| **Java Program Design** – *UGA MIS Department*   * Utilized Twitter’s API, Excel CSV’s, and java visualization tools to extract, analyze, and display sentiment analysis of over 5,000 tweets around UGA’s campus. | | | | Spring 2012 |
| **Systems Analysis and Improvement** – *Alpha Kappa Psi Business Fraternity*   * Planned, developed, and applied the reconstruction of the AKPsi’s web site using Scrum methodology, UML modeling, and Word Press. | | | | Fall 2012 |
| **COMMUNITY INVOLVEMENT** | | | | |
| **Microsoft Campus Recruiting, UGA**  *MACH Representative*   * Held resume workshop and evening MACH seminar to represent careers at Microsoft and interface with potential future MACH hires; followed up with ongoing one-on-one mentoring around making the transition from school to careers. | | | September 2014 | |
| **Hour of Code**  *Instructor*   * Volunteered at West Fargo High School Facilitating Hour of Code software development exercises to encourage students to participate in Computer Science and Information Technology fields. | | | December 2013 | |
| **DigiGirlz Fargo**  *Speaker*   * Developed and delivered a session on Windows Phone Software Development Kit for mobile application development for the Fargo Microsoft Campus DigiGirlz 2013 and DigiGirlz 2014. | | | June 2014 | |
| **COMPUTER SKILLS** | | | | |
| **Languages and Scripts:** Python, Java, Visual Basic, SQL, PHP, JavaScript, CSS, HTML5, XML  **Operating Systems:** Linux, Unix, Mac OS, Windows  **Software/Applications:** Microsoft Office 365 ProPlus Suite, Exchange Online, SharePoint Online, OneDrive for Business, Yammer, Skype for Business Online | | | | |