

"Finger on the pulse & foot in the door"

Diversified skillsets in empathic sales motion, relationship building, pushing for impact to encourage true digital transformation, and peer-to-peer development. All achieved by believing in life-long learning.

Experiences:

Engagement Support Specialist | *Customer Engagement Team* | Mar '21 – June '21

- Hosted executive briefing calls alongside Account Teams and key internal stakeholders for Microsoft's Marquee accounts and c-level partners. Moderation/managing speaker timelines/solicit feedback
- Leveraged relationships with Account Owners to carefully drive business outcomes and customer journey orchestration. Managed calendars and event preparation. Prioritized adaptation and pivoting.
- 11 events with \$46M in influenced pipeline revenue.
- Learned practical content strategy while coordinating executive schedules/owned moderation logistics, curated speaker content.

DSS Assisted Sales and EDU | *Microsoft, Palo Alto* | Mar '20-Oct '21

- Piloted the EDU Cares Act Campaign (30 others companywide) that drove M365 Education to the public, private and vocational EDU sectors. Prospected and engaged over 400 schools by region, 2000+ as a team. Provided training, device procurement, and troubleshoot.
- Assisted Sales served small to medium business that focused on sales and support of Microsoft cloud solutions, utilizing enhanced business rhythm. Focused on opportunity conversion, pipeline building, support/escalation, invoicing, and order fulfillment.

Product Advisor, Inventory Control | *Microsoft Store, Palo Alto* | Oct '17- Mar '20

"White-glove" customer service through device-fitting, technical support and usage, customer trainings, and after-sale care to result in consistent, undying fans of Microsoft. Lead inventory control and mastered systems, compliance, and policies

- Received Richard Vega Award 2018 as a representation of exemplary customer commitment, driving for perfect work ethic, and holding Microsoft's compass values close to heart.
- M.I.E Certified, 2 MVP awards within a single fiscal year.
- Asians @ Microsoft ERG Rep for PAC West and MS Poll Rep, used employee insights/ drove participation for Palo Alto store's yearly MS poll with high satisfactory work health index and intent to work.

Education:

2017 – Present **SJSU** | **Objective:** BS Business Admin, Management Information Systems | **Acquired** AS-T for Business Admin from Foothill College 2022

Personal Info

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"Jacob has a great sense of urgency regarding customers and couples that with his knowledge of product and utilization of the steps of service in store with all customers. Genuinely caring about the mission at Microsoft to help people in almost every interaction he partakes in."

- Erik Caceres, ASM

"Jacob was integral to the quick success of the Assisted Sales team...was able to support team members who joined sales when it came to provisioning, cloud training, and lead actioning. His knowledge helped our team ram up in a short period of time where we saw impact almost immediately."

- Jason Harris, ASM