

Joseph Arnold



SUMMARY

Agile Program Manager with 7+ years driving complex, stakeholder-aligned solutions across Microsoft initiatives. Currently driving Targeting and FT OnDemand workflows, combining behavioral modeling, Azure DevOps planning, and Dynamics 365 process design. Skilled at turning unstructured customer signals into clear actions, aligning stakeholders, and building SOPs, training, and AI-enhanced user experiences that reduce cognitive load for delivery teams.

EXECUTION

Secure Customer Feedback Agent

- *Copilot Studio recommendations from blockers in customer call transcripts*

FT Engage Capacity Dashboard

- *Streamlined resourcing discussions and quantified backlog health for 25+ CEMs.*

AI Operational Efficiency

- *Saving ~10–15 minutes per engagement through note and feedback automation*

AI Workflow Automation in Dynamics 365

- *Provided ROI and acceptance criteria for devs; projected to save 20+ minutes*

EXPERIENCE

Microsoft FastTrack Agile Program Manager - **A.G. CONSULTING PARTNERS**

2023 - PRESENT

Drove strategic planning, DevOps execution, campaign lifecycle standardization, and AI integration across high-impact, ambiguous initiatives.

- **Secure AI Feedback (Copilot Studio):** Developed Agent to turn CEM transcripts into feedback and trend signals for product teams, provided Data Flow Diagram and STRIDE Thread Model.
- **Operationalized CEM AI:** Embedded in Teams Copilot to standardize summaries, product updates, and recap emails, saving ~10–15 minutes per engagement and bolstering quality.
- **Azure DevOps Execution:** Owned epics/features for targeting and FT OnDemand, rewriting items with acceptance criteria to clarify scope and improve long-term velocity.
- **Dynamics 365 Workflow Redesign:** Redesigned Dynamics 365 workflows to prioritize FY24 strategic signals and remove outdated steps, improving process efficiency and UX.
- **Customer Campaign Assets & Playbooks:** Created campaign scripts, marketing materials, templates, and FAQs for FastTrack Engage. Ensured alignment with OKRs.
- **Onboarding & Technical Enablement:** Designed internal training programs to bridge knowledge gaps among non-technical staff. Created onboarding content that reinforced alignment to strategic goals.

Microsoft FastTrack Targeting Manager - **A.G. CONSULTING PARTNERS**

2022 - 2023

Led Microsoft 365 onboarding and adoption engagements across enterprise accounts. Turned ambiguous feedback into decisive action, built scalable customer workflows, and initiated internal systems improvements now used org-wide.

- **Strategic Influence & Activation:** Engaged at-risk Fortune 500 accounts to promote underused M365 features; aligned core usage drivers with existing customer OKRs and drove adoption through the Land and Expand framework.
- **Workload Onboarding & Expansion:** Onboarded Microsoft 365 workloads (Copilot, Intune, Defender, Viva), surfaced rollout friction, and drove long-term adoption.
- **Feedback Loops into Execution:** Channeled recurring blockers into structured feedback and precise implementation paths; later invited to ADO planning and pilot scoping sessions.

Microsoft Support Supervisor - *MURAL CONSULTING CORPORATION*

2021 - 2022

Led a 13-person support team serving international enterprise customers. Drove improvements in resolution quality, team onboarding, and conflict recovery across high-pressure Microsoft 365 support scenarios.

- **Escalation Handling & Stakeholder Mediation:** Took ownership of critical escalations; retained client trust and used the incident to improve SOPs and workflows.
- **Customer-Centered Enablement Across Borders:** Built onboarding, training, and documentation processes grounded in the nuances of supporting international enterprise customers. Defined KPIs to drive consistent case quality and streamlined internal Azure DevOps wiki to ensure scalable, globally aligned support standards.
- **Team Coaching & Performance Growth:** Analyzed CSAT data and RAVE recordings to develop personalized coaching plans, improving First Contact Resolution (FCR).

Microsoft Support Ambassador - *MURAL CONSULTING CORPORATION*

2018 - 2021

Led advanced issue resolution, guided adoption of Microsoft 365 tools, and delivered proactive education to improve user experience and reduce recurring support needs across global enterprise clients.

- **Advanced Troubleshooting & Resolution:** Resolved critical Microsoft 365 issues across Intune, Exchange, Teams, and Defender; reduced time-to-resolution through root-cause analysis and multi-layer diagnostics.
- **International Stakeholder Rapport:** Supported clients across 15+ time zones; de-escalated sensitive cases and built trust with multilingual and culturally diverse stakeholders.
- **Platform Enablement & Walkthroughs:** Delivered hands-on training in Microsoft 365 Portals, driving usage of underutilized capabilities and strengthening team readiness for rollout and governance.

EDUCATION

- **University of Arizona:** Eller College of Management
- **Google:** Project Management Certificate
- **MB-910:** Dynamics 365 Fundamentals (CRM)
- **MB-920:** Dynamics 365 Fundamentals (ERP)
- **SC-900:** Security, Compliance, and Identity Fundamentals
- **AI-900:** Azure AI Fundamentals
- **DP-900:** Azure Data Fundamentals
- **AZ-900:** Azure Fundamentals
- **MS-900:** Microsoft 365 Fundamentals
- **PL-900:** Power Platform Fundamentals
- **SY0-701:** CompTIA Security+