

Contact

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Top Skills

VMware
Microsoft Exchange
Office 365

Languages

English

Certifications

Microsoft Certified: Security, Compliance, and Identity Fundamentals

Microsoft Certified: Azure Fundamentals

Microsoft Global Hackathon 2022

MCSE: Cloud Platform and Infrastructure — Certified 2016

Copilot for M365 Achiever Badge - Fundamental

Honors-Awards

Dean's Highest Honor List

Jordan Lane

Senior Customer Success Account Manager @ Microsoft | Small Business Owner | Board Member

Brandenburg, Kentucky, United States

Summary

Leading customer success initiatives at Microsoft for over 6 years, my focus has been on leveraging my technical prowess in Microsoft Cloud Services to drive growth and efficiency for our clients while maintaining and keeping security our #1 priority. Our team collaborates closely, integrating solutions like Office 365 and Copilot to enhance business operations, with a steadfast commitment to delivering exceptional customer experiences.

My tenure with Microsoft has honed my skills in not only customer success but also in fostering lasting customer relationships. By combining technical acumen with a strategic business perspective, I've contributed to our team's success in delivering tailored solutions that meet the complex needs of today's dynamic business environments.

Experience

Microsoft

5 years 5 months

Senior Customer Success Account Manager
February 2025 - Present (3 months)

Customer Success Account Manager
July 2020 - February 2025 (4 years 8 months)

Technical Account Manager
December 2019 - July 2020 (8 months)
Houston, Texas

Spray Foam Genie
Business Owner
October 2023 - Present (1 year 7 months)
Louisville Metropolitan Area

JDA TSG

Microsoft Premier Field Engineer - Office 365/Exchange
October 2018 - December 2019 (1 year 3 months)

Premier Field Engineer for Premier customers, I represent Microsoft, deliver Premier services and communicate with corporate customers via telephone, written correspondence, or electronic service regarding escalated problems in Microsoft software products, and manage relationships with customers. Collaborate/Work with C-Level personnel on high level details of engagements.

- Act as the customer lead for proactive and reactive service delivery for Premier accounts
- Responsible for creating lifecycle technical documentations, customer specific training documentation and custom customer education sessions
- Demonstrate strong interpersonal and communication skills, while working with diverse audiences including highly technical IT professionals, developers, architects, TAMs, DSEs and account executive management.
- Maintain strong relationships w/ customer contacts to ensure high CPE
- Develop custom scripts to monitor or fix issues, or create customer specific KBs to mitigate customer pains longer term; this may involve writing sample code or new IP development type of work
- Manage crisis situations that may involve politically challenging issues and diverse audiences and participate in the 24X7 on-call rotation model.
- Available to travel within the US for assigned Premier customer accounts to conduct lifecycle related assessments / reviews, to ensure timely delivery (up to 80%).
- Lead regular triage meetings to share lessons learned with customers, engineers and TAMs, and defines mitigation strategies to ensure customer solutions run efficiently.
- Collaborate with other technical teams (EE, PFE, TAMs, Dev. & MCS architect) at Microsoft to deliver product and solution level support
- Train and mentor others, across regional teams and help with onboarding of new engineers

IT Consultant

IT Consultant

June 2017 - September 2018 (1 year 4 months)

Cincinnati, Kentucky Area

- Engineer responsible for the migration of on-prem exchange to Office 365

- Engineer responsible for the migration of on-prem phone systems to Skype for Business Online PBX
- Engineer responsible for infrastructure upgrades (domain controllers, servers and active directory)
- use scripting tools (powershell) to clean up active directory and manage infrastructure
- Manage Active Directory Infrastructure
- Manage Exchange Environment (Exchange Online, Mimecast)
- Manage DHCP Servers
- Manage/upgrade Domain Controllers
- Manage/setup Azure AD
- Manage/setup SSO with Azure

Louisville Metro Government

Systems Engineer

August 2016 - June 2017 (11 months)

Louisville, Kentucky Area

Manage Exchange environment (Exchange Server 2010)

Manage Active Directory Environment

Manage Support/Build of Windows Servers (2003 - 2012r2)

Provide Upper level Helpdesk Support

Brooksource (Humana contract)

Security Administrator

April 2016 - August 2016 (5 months)

Louisville, Kentucky Area

-Daily access management for 90,000 end users.

Microsoft Exchange, Active Directory, FTP access, Folder and file permissions

-Setting up user accounts, granting access, and controlling user's identity management.

-Creating/modifying ACL permissions and policies, Organizational Units, adding folders, and modifying group

Meade County Board of Education

Network Administrator II

July 2015 - April 2016 (10 months)

Brandenburg, Kentucky

- Maintains network security and integrity

- Perform daily backups of all data/servers

- Install new hardware and software
- Troubleshoot and fix hardware and software problems
- Set up networks, operating systems and servers
- Maintain the security of the technology systems
- Monitor access to computers and computer systems
- Monitor student use of technology
- Maintain a variety of records, accounts, logs and files related to systems; prepare and purge records as necessary.
- Manage network hubs, routers and switches
- Support and administer user accounts on the network
- Monitor and analyze network traffic and use
- Maintain a complete and accurate inventory of hardware and software for the District
- Maintain a current listing of IP pertinent addresses
- Maintain confidentiality of information regarding employees, individual students and their families.

KOROSEAL INTERIOR PRODUCTS, LLC

IT Technician

August 2014 - July 2015 (1 year)

- Troubleshoot hardware, software and network operating system
- Provide orientation to new users of existing technology including phone system
- Train staff on potential uses of existing technology including phone system
- Provide recommendations about accessing information and support
- Work station support - PC, Laptop or Thin Client
- Support UPS and FedEx systems
- Manage Avaya VOIP System
- Ensure hardware is tripped and secured before disposal
- Support and manage citrix server, file server and print server

Stevens Industries, Inc.

Network Administrator

February 2014 - August 2014 (7 months)

Equipment: Routers

- Responsible for the support and maintenance of computer hardware and software systems (servers, desktops, file servers, tablets, laptops, VOIP phones, and cellphones). Including the maintenance and monitoring of active data network and converged infrastructure related with network equipment.
- User support (onsite and remotely)

-Manage email accounts on desktops, laptops, tablets and cell phones.

Brandenburg Telephone Company

IT Department

June 2012 - December 2013 (1 year 7 months)

fix, install, and maintain PC's, thin clients, and printers for five locations.

Connect PC's/Thin Clients to the work domain. Help resolve iSeries connection issues. Upgrade PCs OS.

Ingram Barge Company

Deckhand

July 2008 - February 2010 (1 year 8 months)

build and tighten tow, help make locks, clean, paint, chip and grind paint.

Education

ITT Technical Institute

Associate of Science (AS), Network and System Administration/
Administrator · (2013 - 2015)

ITT Technical Institute-Louisville

Associate of Science (AS), Computer Electronics Engineer of
Technology · (2010 - 2012)

Meade County High School

· (2004 - 2008)

Dear Fellow Residents and Friends:

I wasn't born in Doe Valley... I CHOSE it. Sure, it has its issues. Everywhere does. But maintaining and improving our little slice of Heaven is why I am asking for your vote for re-election to the Board of Directors. So, why choose me? In addition to my role as current President and Secretary of the Board of Directors, I also serve on the Lake Committee and before Doe Valley, served on my HOA in Louisville for over 20 years. My experience includes strategic planning, budget oversight, revenue enhancement and project completion. I am not perfect but I strive to learn from, and not repeat, mistakes. Doe Valley is midstream, has just started or is yet to have started many crucially needed and overdue infrastructure improvements. While I am merely one of many involved (including other (present and past) Board Members; but with our staff, GM and volunteers truly deserving the most thanks), Doe Valley has experienced some great improvements recently with many more on the horizon. I humbly ask for your vote to continue our positive momentum.

Improvement highlights include (but not limited to):

Security Visitor Management System with phone app, replaced gates, spike strips, ID/license plate scanners/logs ◇ (2) refurbished Water towers, increasing back-up water capacity by over 250,000 gallons/day ◇ (4) Sewer lift stations and miles of service lines resulting in drastically fewer breaks and seepage ◇ mini excavator decreasing our reliance on costly outside repair vendors ◇ Muni-Link Billing and Alert notifications/communications system (in progress) eliminating 1x1 hand calculations of individual billing and payment applications (freeing staff for other needs) ◇ Neptune Utilities software (in progress) which will allow real-time analysis leading to leak detection quicker resulting in faster, less costly repairs ◇ New Maintenance Building (repurposing old) ◇ Pool Re-Opened with new lounge chairs ◇ Town Halls ◇ Campground bathroom updates and new picnic tables ◇ Over 2 miles of road surface repairs and section replacements ◇ lake/dam provided some overdue maintenance (specialized tree removal) as well as assessment study in compliance with oversight ◇ Fishery restocking and carp/goose reductions (Thanks largely due to volunteers and donations) improving our lake quality ◇ Golf Course irrigation pumps ◇ Reconceptualized 19th Hole Restaurant (near completion), allowing simultaneous food/beverage, special event, meeting and play space ◇ Maintenance/utility equipment/vehicles, mowers, snow plow and various tools for our staff, the people who take care of us ◇ In collaboration with our GM, streamlining departments to create efficiencies, shifting efforts/funding to other needs along a prioritized list.

My hopes for the future include (but not limited to):

Harness yet untapped ISN security system capabilities for better building/property protection (like at our Pavillion restrooms towards prevention of costly vandalism and video enhancements) ◇ Working through our GM with MCWD for an increased water capacity contract and potential merger of services (if beneficial to Doe Valley) ◇ Sewer camera scope (reducing costly outside vendor expenses) and, eventually, replacement of enough sewer/water lines and equipment to switch from reactive repairs to proactive replacement along a regular maintenance schedule ◇ Upon dam study results, a comprehensive maintenance plan with a regular schedule going forward towards our enjoyment of the lake for decades and generations to come ◇ A renewed marina with additional slip capacity and new kayak launch (winter 2025) ◇ Tools for our staff such as a remote dam mower, pavement crack sealer and painter ◇ By leveraging bulk pricing, paving from Front to Back gates along DV Parkway East (hopefully this year).

If elected, I will continue to seek the best solutions, not just the easy ones or how it's always been done. Growth and change aren't always easy but nothing worthwhile is typically. I will continue to work toward balancing the wants and needs of our community while also seeking revenue enhancement where possible (i.e., perimeter advertising and special events) and continuing to find efficiencies, shifting those efforts and funds to other priorities.

In closing, I know I'm not the one plowing the roads or repairing the fence, nor am I our GM who oversees and is responsible for the day-to-day. My role as a member of our Board is to push for the changes or improvements needed by working with my fellow Board members, GM, staff, volunteers, residents and, at times, outside community leaders, businesses and general public; in developing the plans and helping secure the funding to get us there. While not always easy, I strive to find consensus among the various parties to find a path forward, keeping the best interest of Doe Valley at the center of it all. Finally, while so much more could be said; I will end with my **sincere thanks to all those who make Doe Valley truly special:** our staff, General Manager, past and present Board members, volunteers and residents. Our accomplishments are not made in isolation. We have much left to do and it truly takes a team effort. **I ask for your vote to help continue our positive momentum.**

Sincerely, *Jackie*

ASSOCIATION AND COMMUNITY

- ◆ **Doe Valley Association.** Board of Directors, President/Secretary 2022 – Present.
Lake Committee, Chair. November 2021 – Present.
- ◆ **Avondale Area Neighborhood Association.** Louisville Ky. Board of Directors, Multi-Term Past President &/or Of Counsel. 2000-Present (of counsel).
- ◆ Built, strengthened neighborhood presence to become a recognized entity with Louisville Metro City officials. Advocated and Collaborated with Public/Government Officials and Residents for Safety & Sound Barrier bordering neighborhood.
- ◆ District 26 Neighborhood Advisory Council representative providing input for Metro Council District Discretionary funds.
- ◆ Successfully wrote and attained public funds for neighborhood projects such as entrance/street signs; tree canopy restoration, water hydration for and creation of neighborhood "triangle" park and proactive police patrols.

OTHER EXPERIENCE

Broker Associate (Realtor) **Louisville, Kentucky**
Semonin Realtors (Home Services of America) **July 2019 – Present**

- ◆ Advocate, strategize, plan for and assist people navigate the litigious, complicated and stressful aspects of buying and selling real estate for optimal results towards filling client needs and wants.

Executive Staff, Director of Outreach and Enrollment **Louisville, Kentucky**
Family Health Centers of Louisville **Sept 2013 – Jan 2019**

- ◆ Leadership, Strategic Planning, Service/Program Development, Growth, Oversight and Budget management across a multi-site safety-net Primary Health Care Center with a broad spectrum of services and community focus serving 45,000+/year.
- ◆ Created processes and procedures while building networks of best-practice collaborations both within agency walls as well as the community, political representatives, state and national levels beyond.
- ◆ Results and Revenue enhancement. Through strategic and results driven approaches, reduced deficit generation populous by nearly half, resulting in agency bottom line shift from a deficit to financial health and service expansion.
- ◆ Managed and developed staff, creating hiring and promotional opportunities as well as oversight and corrective actions.
- ◆ Monitored compliance and developed plans to ensure consistent federal, state, agency and funding expectations met or exceeded. Direct departmental budget oversight with guidance towards agency \$80M budget, annually.

Prevention Specialist II, Program Coordinator **Louisville, Kentucky**
Seven Counties Services, Inc. **Feb 2001 – Sept 2013**

- ◆ Coordination, oversight and provision of substance abuse prevention programs and initiatives. Budget preparation and oversight, with regular monitoring and adjustments to ensure budgetary compliance.
- ◆ Region-wide coalition and community mobilization, trainings, public speaking, resource linkage, public policy advocacy and interpretation, Political advocacy, grant writing, and program evaluation among diverse populations and entities.

Senior Court Designated Worker **Louisville, Kentucky**
Commonwealth of Kentucky (Administrative Office of the Courts) **Jun 1993 – Feb 2001**

- ◆ Coordination of services and resource linkage for victims, witnesses and alleged perpetrators of criminal and status offenses within the Juvenile Court system. Helped complainants and those accused navigate the Juvenile Justice system. Creation and monitoring of court diversionary terms, case management and direct interaction with diverse populations, inner/outer agencies, government and private sector representatives.

Department of Justice (United States Attorney's Office: WD/KY) **Louisville, Kentucky**
Clerk **Nov 1988 – Jun 1993**

Seiller and Handmaker Law Offices **Louisville, Kentucky**
Runner/Clerk **Nov 1987 – Nov 1988**

Education/Achievements/Certifications

- ◆ **Master of Science. Criminal Justice. Valedictorian.** University of Louisville. December 2000.
- ◆ **Bachelor of Science. Justice Administration. Salutoriate High Honors.** University of Louisville. May 1993
- ◆ **Paralegal. Post-Baccalaureate.** 4.0 GPA. University of Louisville. May 2003.
- ◆ **Associate Arts. Police Administration. Salutoriate. High Honors.** University of Louisville. May 1993.
- ◆ **Kentucky Real Estate Commission Licensure Boards. Broker** (March 2022). **Realtor.** (July 2019).
- ◆ **Internationally Certified Prevention Specialist.** Kentucky Board of Prevention Professionals. 2003 – 2019.
- ◆ **Member.** Honorable Order of Kentucky Colonels.
- ◆ **Recipient.** Highest Departmental Alumni Awards: Kenneth Marshall (2001) and Kenneth R. Nalley (1993).
- ◆ **Honor.** Mayor Designee as 'Children's Champion' and 'Distinguished Citizen' ◆ University of Louisville Alumni Ambassador