

Steve Morrison

PROFESSIONAL SUMMARY

Results-driven IT Leader with 20+ years of experience in technology management, customer success, and strategic service delivery. Expert at aligning enterprise technology, including Microsoft 365 and AI-powered solutions like Microsoft Copilot, with business objectives to maximize ROI. Proven ability to manage complex deployments, resolve critical escalations, and maintain business continuity. Holds certifications including Prosci Change Management, Azure Fundamentals (AZ-900), MCSE, and CCNA.

CORE COMPETENCIES

- Business Relationship Management
- Customer Support & Satisfaction
- IT Strategy & Business Alignment
- Infrastructure Planning & Systems
- Solutions Architecture
- Trusted Technical Advisor
- Service Delivery Management
- Systems Infrastructure
- Linux Ubuntu 20
- Incident & Crisis Management
- ConnectWise Manage (CPQ)
- Windows / Microsoft 365
- IT Operations Excellence
- Security Management
- Risk Mitigation

PROFESSIONAL EXPERIENCE

Corporate Technologies LLC (MSP) — Account Manager

July 2025 – Present

- Collaborate with Technical Services, Support, and Management teams to develop tailored IT and Cybersecurity solutions.
- Serve as primary client liaison, ensuring alignment between customer needs and service offerings.
- Maintain high client retention through monthly meetings, proactive engagement, and focus on customer satisfaction.
- Leverage upsell opportunities with Comprehensive Technology Reviews (CTR) and ConnectWise tools (Manage v2025, CPQ, Automate).

- Partner with Technical Services to scope and quote projects, hardware, and cloud solutions.

Microsoft Corporation — Modern Work Architect (MWA), FastTrack Deployment Team

Nov 2020 – May 2025

- Strengthened executive-level relationships with enterprise customers, driving adoption of Microsoft 365.
- Provided strategic guidance for M365 workload deployments, including Microsoft Copilot integration.
- Architected migration and upgrade plans, addressing blockers to ensure timely execution.
- Led cross-functional coordination with internal teams and partners for deployment strategies.
- Managed high-impact customer escalations to minimize business disruption.

Microsoft Corporation — Sr. Technical Account Manager / Customer Success Manager

Jan 2016 – Nov 2020

- Managed a \$20M portfolio of 10 enterprise accounts, ensuring alignment with business objectives.
- Achieved contract renewals and portfolio growth through proactive engagement.
- Collaborated with BDMs to develop strategic roadmaps, supporting cloud migration to Azure and M365.

- Led monthly Service Delivery Reviews and cross-functional planning sessions.
- Maintained relationships with senior leadership, positioning Microsoft Premier Services effectively.
- Maximized service value via planning credits and partner engagement for deployments.

Microsoft Corporation — Technical Account Manager, Enterprise & Partner Group

Apr 2011 – Jan 2016

- Served as primary delivery manager for Premier Services across enterprise accounts.
- Led a team of six engineers, ensuring seamless support across Microsoft products.
- Scaled Premier contracts from \$2M to \$4M over four years.
- Delivered service plans improving environment stability and performance.
- Facilitated monthly Service Delivery planning sessions to align services with business strategies.

JP Morgan Chase — Broker Dealer Services, Client Account & Migration Project

Mar 2008 – Mar 2011

- Led migration initiative post-acquisition, transitioning 80+ Broker Dealer clients to new enterprise data centers.
- Served as primary client contact, ensuring seamless transition to secure infrastructure.
- Coordinated cross-functional teams to gather requirements and meet project timelines.
- Oversaw infrastructure changes and validated system integrity post-migration.

Bear Stearns & Company — Global Clearing Services- Application Tester (Integration-UAT- QA)

Jan 2003 – Feb 2008

- Tested clearing applications across QA and UAT, verifying core functionality and stability before release.
- Worked in the Integration Test Lab to recreate real client workflows and catch issues early.
- Supported Broker-Dealer clients during UAT, helping reproduce issues and get fixes pushed through quickly.
- Wrote test cases and logged defects for development and release teams.
- Helped shorten release cycles by about 20% through smoother integration testing and faster feedback loops.

Windows Server Operations Desk — Supervisor

Jan 2000 – Dec 2003

- Managed team of 25 supporting 2000+ Windows, Unix, and Linux servers.
- Developed 24x7 Windows Operations Support Center.
- Conducted quarterly employee reviews and managed day-to-day operations.
- Supervised Microsoft Server patching across all servers in dev and prod.

EDUCATION & CERTIFICATIONS

- BSBA (In Progress) – Colorado Technical University
- Computer Electronic Technician Diploma – Dover Business College
- Prosci Change Management Certification
- Microsoft Azure Fundamentals (AZ-900)
- Cisco Certified Network Associate (CCNA)
- Microsoft Certified Solutions Expert (MCSE)

LinkedIn Learning Certifications

- Introduction to Artificial Intelligence Oct 2025
- Microsoft Copilot: The Art of Prompt Writing Oct 2025