About Me

Ecommerce Operations Manager overseeing the day-to-day operations and customer support of a rapidly growing online business, driving efficiency and customer satisfaction.

Customer-obsessed professional with 17+ years of experience driving success for Microsoft's largest enterprise customers. Combined strong program management, consulting expertise, and a deep technical background to serve as a trusted advisor. Skilled public speaker with an engaging, knowledge-driven style.

Work Experience

2022-Now

Director of Operations
Helium Digital - Playmaker LCD

- Overseeing day-to-day operations for our Playmaker LCD brand of products
- Managing customer support issues and driving business efficiency
- Custom development and extension of Shopify online store
- Development of automation processes using Python to streamline order fulfillment
- Quality control of in-transit order shipments

Achievements:
- Assisted with growth of business by 100% over 2 years in role
- Developed shipment delivery review process that reviewed over 2500 "In transit" shipments, saving 180 shipments from not being picked up / lost at customs
- Designed shipment packing changes to optimize cost of international shipments leading to savings of over $1000 per month
- Completely automated shipment label creation leading to increased accuracy and speed to support growth of the business

2022

Product Manager - Developer Experience
Azure Communications Services

- Responsible for maintaining an active product backlog, building the next generation of services for ACS focused on the Graph API
- Collaborated with other product managers across the Azure Communications Services and Microsoft Teams business to help prioritize their feature needs

SCOTT STUBBERFIELD

SCOTT@STUBBERFIELD.CA
416-254-9987

Work Experience

Microsoft

2019-2022 **Strategic Client Technology Lead (Account Technology Strategist)**
Microsoft Canada Enterprise Commercial Team

Responsible for driving the technical strategy and alignment for a global automotive parts manufacturer with over 350 different divisions situated around the world. Focus areas of this strategy involved Azure, modern work/Teams and business applications including the Power Platform.

Modern Work/Teams
- Led an intensive training effort to support work from home during COVID pandemic
- Drove successful completion and win of a Teams meetings RFP
- Migrated 20K users from Skype for Business to Teams
- Provided technical feature demonstrations and understanding of release cycles
    Increased Teams Usage by 340% over an 18 month period

ACR
- Drove key projects in the area of data center lift and shift and disaster recovery as a service which set the framework for the customer's overall ACR consumption
- Worked directly with customer teams on a key EDI/Data initiative which will be the first large scale centralized data project
- Created demand for key project areas in high performance computing and windows virtual desktop
    Achieved 120% of ACR target for FY21

Business Applications
- Conduct monthly power champions community call to bring the customer's power platform community from all over the world together, providing product updates and live demos
- Deployed and helped optimize a power platforms solution that is used by 65K employees worldwide every day to do a COVID screening
- Provided technical guidance and recommendations to customer on deployment of over 50 Hololens devices with remote assist to support remote plant visits around the world
    Establish trust in the Microsoft Business Applications Platform

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Work Experience

Microsoft

2017-2019 **Enterprise Customer Program Manager (Principal)**
Microsoft Teams and Skype for Business Product Engineering

Assist 120+ customers to drive strategic customer engagements resulting in the successful usage and adoption of Microsoft Teams across a broad set of verticals including retail, hospitality, health care and transportation
> *Executing on a planned target 25% of existing Office 365 usage for Microsoft Teams*

Designed and executed a production pilot program focused on key customers to help them build their strategy to migrate from Skype for Business to Teams
> *Built the early foundation for the future of 200,000 customers to migrate to Teams*

Drove successful customer deployments of Microsoft cloud communications software to defined standards around quality, usage and satisfaction
> *Generated key customer references for events such as Ignite and Enterprise Connect*

Consolidated and prioritized feedback to be voice of customer as key decisions were being made about product direction
> *Influenced the future of Microsoft Teams around Migration and Interop with Skype*

2016-2017 **Technical Program Manager (Principal)**
Microsoft Teams and Skype for Business Product Engineering

Delivered technical readiness sessions at various large internal and external readiness events
> *Shared ongoing product readiness and intelligence with Customers and IT Pros*

Provide support for Accenture, DiData and Tata to help build their offers around the Skype Operations Framework as well as providing oversight to their SOF offer pilot customers
> *Built the early foundation for our future Skype Operations Framework partner program*

Supported the Partner Development Unit through training, readiness and oversight as they engaged with their early partners
> *Established early credibility for the PDU and the partners they worked with*

Managed a team of 4, responsible for building the foundation of our enterprise customer deployment escalation framework
> *Established early foundation of our future enterprise deployment team and model*

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Work Experience

2012-2016 **Technical Program Manager (Principal)**
Skype for Business Product Engineering
Managed customer escalations by gathering details, prioritizing issues and developing resolution plans
Phone replacement project at a large government customer saved the CTO his job
Drove pre-release customer engagements, working with selected customers to validate services ahead of general availability
Successful early deployments led to early customer upgrades after general availability
Designed and developed qualification lab test and infrastructure for Lync Masters program
Rigorous lab test generated highly capable and qualified certified candidates
Responsible for publishing blog posts on key feature changes or highly complex environmental configs such Lync to Skype interface and anonymous join process
These posts provided customer clarity and avoided numerous mis-configurations

2011-2012 **Senior Consultant**
Microsoft Consulting Services - Global Voice Center of Excellence
Drove pre-release customer engagements, working with selected customers to validate services ahead of general availability
Specifically requested by validation team to save difficult customer deployment
Provide guidance and oversight of large enterprise deployment
Ensured large enterprise deployments were executed correctly with high quality

2005-2011 **Senior Consultant**
Microsoft Consulting Services - Microsoft Canada
Designed and delivered unified communications projects for large and complex enterprise customers
Was seen as the go-to resource for Unified Communications in Canada
Mentored various team members across the Microsoft unified communications field through instructor lead and hands on training
Built credibility of the unified communications practice across all of Microsoft

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Technical Certification Highlights

Computer Science and Application Development
- Harvard University – CS50 – March, 2024
- Harvard University – CS50P – April, 2024

Azure, Modern Work and Business Applications Cloud Foundations
- Azure Data Fundamentals (DP-900) - **January, 2021**
- Azure Fundamentals (AZ-900) - **June, 2020**
- M365 Fundamentals (MS-900) - **June, 2020**
- Dynamics 365 Fundamentals (MB-901) -**June, 2020**

Unified Communications Expert
- Microsoft Certified Solutions Master – Lync Server 2013 - **June, 2013**
- Microsoft Certified Master – Lync Server 2010 - **March, 2011**
- Microsoft Certified Master – Office Communications Server - **May, 2009**

Digital Portfolio

WEBSITE - https://scottstu.github.io/

GITHUB - https://github.com/scottstu

TWITTER - https://twitter.com/stubbeee - Work and personal topics

LINKEDIN - https://www.linkedin.com/in/scott-stubberfield-810490125/

BLOG - https://docs.microsoft.com/en-us/archive/blogs/scottstu/- an archive of my old blog writings

Education

Bachelor of Commerce

Honours Business Administration - April, 1999

University of Windsor, Windsor, Ontario

University of Windsor