Geoff Ross

Power Platform Advocate · Microsoft Community Leader · Customer Success Champion

+44 7764 633309
geoff@geoffross.co.uk
www.linkedin.com/in/geoff-ross

EXPERIENCE

Nov 2022 - Present
Cireson

Director of Customer Success

- Overseeing delivery of implementation and Power Platform projects
- Defining and optimising the ideal customer journey
- Understanding customers' objectives to become a trusted advisor
- Implementing programmes to improve engagement tactics based on customer demographics
- Being an internal advocate of customers, acting as their voice across the organisation

Feb 2024 - Present
Experts Live UK

Co-Founder & Co-Organiser

- Founder of Experts Live UK Microsoft Community, User Group and Conference
- Part of the wider global Experts Live Community

Jul 2021 - Nov 2022
Cireson

Global Service Delivery Manager

- Planning and scheduling tasks to guarantee project completion within scope, deadlines, and budget
- Kept all practices and procedures current and correctly reflecting customer environments
- Distributed work assignments, oversaw quality, and led team people management initiatives
- Strong customer relationship management and experience selling services to existing clients

Jan 2016 - Jul 2021
Cireson

Senior Consultant

- Managed problems identified, recorded, and escalated to consistent quality standards
- Coordinated Service Desk, IT personnel, and customers during incidents
- Assessed IT infrastructure and established ITSM framework for best-practice service delivery
- Developed guidelines and documentation to support ITSM process implementation

Jan 2014 - Dec 2015
BAM Nuttall

IT Technical Leader

- Responsible for motivating Technical Leads to complete large-scale infrastructure projects on time
- Sole responsible party for Service Manager + Cireson, Orchestrator, and Virtual Machine Manager
- Experience with Azure IaaS, Configuration Manager, HyperV, SQL, and Microsoft Private Cloud

EDUCATION

2004 - 2007
University of Southampton

BEng Electronic Engineering

2019
ITIL

ITIL Foundation

2022
Microsoft

Power Platform Fundamentals (PL-900)

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EXPERTISE

- ✓ Power Automate
- ✓ Power Apps
- ✓ Business Leadership
- ✓ Service Operations
- ✓ ICT Strategy
- ✓ Cloud Computing
- ✓ Project Management
- ✓ Consulting
- ✓ ITIL

TECHNOLOGY

Power Platform

Microsoft 365

Tikit

Copilot Studio

PowerShell

VOLUNTEERING

2021 - Present
On Track CMS
Power Platform Developer

2024 - Present
Above Bar Church
Volunteer Youth Worker

2019 - 2025
New Foundations
Ex-Offender Mentor

2006 - 2014
CPAS Ventures
Youth Camp Leader