

# Vince A. Lopiccola

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*Dynamic Solutions Specialist with 10+ years of experience in business applications and hundreds of unique implementations. Skilled at melding past experiences in varying roles while engaging with audiences to identify their needs and offer holistic solutions. Adept at connecting with others beyond the focus area and working to conceive innovative solutions to envision a transformative future. Experienced at developing and executing technical readiness initiatives through Microsoft Ready, Onboarding Immersion, and Global Learning Tours to ensure field technology sellers can achieve their goals and thrive in a competitive market.*

## Core Competencies

CRM | Pre-Sales | Leadership | Business Consulting | Software Consulting | Business Software | Rapid Application Development  
Customer Engagement and Retention | Website Design and Development | Content Creation | Change Management  
Evangelism | Coaching | RFQ/RFI/RFP

## PROFESSIONAL EXPERIENCE

### Microsoft | Redmond, WA | 2010 – Present

#### Senior Business PM / Business Applications Technical Enablement Lead (2018 – Present)

Develop and execute enablement via readiness activities ensuring the team is successful in achieving their sales goals. Partner with teams, including commercial and enterprise product and marketing groups, role owners, sales leads, and the commercial business readiness organization to drive and support sales execution. Train and onboard new team members on company processes. Collaborate with the product group, engineering, and readiness teams to orchestrate the roadmap of required training.

- Drove readiness event strategies and execution for field roles; raised the bar in content quality, interactive training, and attendee learning experience; formulated training curriculum and delivery channels for field sellers.
- Created new training tools and content delivery channels; identified new methods and content ensuring field sellers are prepared to engage customers in business value discussions; ensured cross-organizational alignment on enablement efforts.
- Evolved business applications sales collateral development and delivery models in conjunction with various teams.

#### Technology Solutions Professional – Microsoft Dynamics 365 Business Applications (2013 – 2018)

Qualified, developed, and managed Dynamics 365 related sales opportunities. Communicated and transferred business processes and solutions sales knowledge. Partnered with the Microsoft Customer Account Team, Specialist Sales Team, Partner Evangelists, and Partners to provide business solutions. Conveyed Microsoft's advantage and value; served as an escalation resource to assist in the sales process. Provided solutions to the community of partners and customers through events.

- Maximized long-term revenue growth, ensured the successful deployment of applications, and improved customer satisfaction.

#### Virtual Technology Solutions Professional – Microsoft Dynamics CRM (2010 – 2013)

Evangelized, demonstrated, designed, and implemented Microsoft Dynamics CRM/xRM solutions.

### Juliart Dance Studio | Troy, MI | Co-Owner / CTO | 2003 – Present

Educate students from 2.5 years of age to adults on the art of tap, ballet, pointe, jazz, hip-hop, and lyrical. Provide professional training in a nurturing, family environment through convenient hours for students of all ages.

### Columbus A/S | Royal Oak, MI | Microsoft Dynamics – CRM Practice Director and Senior Consultant | 2007 – 2013

Installed, configured, customized, maintained, and supported technical and functional solutions. Defined customer applications and process requirements and conveyed the value of software-solutions and services. Outlined requirements and formed statements of work within customer engagements. Demonstrated products at pre-sales events and conducted training workshops and user groups. Collaborated with the software development team to outline new product features.

- Created and integrated complex software solutions into various customer environments.
- Developed user guides, training, and software documentation.

### CENIT AG Systemhaus | Software Consultant Enterprise PLM/SAP Integration | 2006 – 2007

Consulted on SAP ECC implementations requiring BOM/BOD and CAD Geometry integration into Product Lifecycle Management (PLM) software, CATIA, and Unigraphics.

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## ADDITIONAL WORK EXPERIENCE

**Mechanical Design Engineer**, Edscha North America | **CAD Designer**, Turner Design | **CAD Designer**, General Motors

## EDUCATION AND TRAINING

**BS in Mechanical Engineering**, Kennedy-Western University  
**MB-200 - Microsoft Dynamics 365 Customer Engagement Core**  
**MB-210 - Microsoft Dynamics 365 for Sales**  
**Microsoft Certified Dynamics 365 for Sales Functional Consultant Associate**  
**MB2-867 – CRM 2011 Installation and Deployment Certification**  
**MB2-866 – CRM 2011 Customization and Configuration Certification**  
**MB2-716 – Microsoft Dynamics 365 Customization and Configuration Certification**  
**MB2-713 – Microsoft Dynamics CRM 2016 Sales Management Certification**  
**MB2-712 – Microsoft Dynamics CRM 2016 Customization and Configuration Certification**  
**MB2-710 – Microsoft Dynamics CRM 2016 Online Deployment Certification**  
**MB2-704 – Microsoft Dynamics CRM 2015 Application Certification**  
**MB2-703 – Microsoft Dynamics CRM 2013 Customization and Configuration Certification**  
**MB2-632 – MSCRM 4.0 Applications Certification**  
**MB2-631 – MSCRM 4.0 Customization and Configuration Certification**  
**Pitch Perfect – CRM Online Certification**  
**DFMEA – Six Sigma**  
**Microsoft Project Certification**

## AWARDS AND HONORS

**Impact Award**  
**Senior Technical Leadership Program (STLP) FY17-18 Honor**  
**FY16 Microsoft Circle of Excellence Top Sub Award for D6 Award**  
**Dynamics Titanium Winners Circle FY16 Award**  
**Microsoft MTC Global Planning Summit Field Liaison Honor**  
**Microsoft Ready (TechReady) Worldwide CRM Field Stakeholder Honor**  
**Microsoft MVP Global Summit Field Liaison Honor**  
**Microsoft Social (Listening) Engagement Ninja Program Honor**

## PUBLICATIONS

**CRM Views Without Related Records**  
**CRM Date Last Contacted**  
**CRM Record Centric Dashboard**  
**Employee Reviews in CRM**  
**CRM Sitemap Visibility**  
**CRM Navigation Hacking with Bookmarks**  
**Credit Limit Approval CRM Dialog**  
**CRM Feedback**  
**Projects for Construction Industry – Dynamics CRM**  
**The Icon Pack**

## PROJECTS

**Intelligent Chat Bots | Onetastic Macro for OneNote**