Jeremy Cason

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**Customer Success Engineer | Cloud Solutions Advisor**

Results-driven technical professional with 6+ years delivering enterprise cloud solutions and enabling customer success at Microsoft and beyond. Skilled at bridging engineering expertise with business objectives to drive adoption, optimize performance, and build trusted relationships. Passionate about helping clients achieve their goals through proactive guidance, training, and continuous improvement.

**Core Competencies**

* Customer Onboarding & Enablement
* Azure & Cloud Platform Expertise
* Technical Account Management
* Solution Implementation & Optimization
* Cross-Functional Collaboration
* Performance Monitoring & Best Practices

**Professional Experience**

**Outlier – AI Trainer**  **Aug 2023 – Present**

* Reviewed and refined AI-generated code samples, improving output accuracy and reducing developer friction by 20%.
* Delivered feedback that enhanced usability of LLM-powered tools for thousands of end users.
* Created clear technical documentation supporting faster adoption among customer engineering teams.

**Microsoft – Cloud Solution Architect**  **Jul 2021 – Jul 2023**

* Led cloud architecture engagements with 20+ enterprise customers, driving successful deployment of Azure-based applications aligned with business objectives.
* Served as a trusted advisor to client stakeholders, delivering best practices that improved platform stability and reduced support escalations by 30%.
* Facilitated training workshops and onboarding sessions that accelerated time-to-value for new customers.
* Implemented telemetry and monitoring solutions, enabling proactive detection of issues and improving system uptime by 15%.

**Microsoft – Premier Field Engineer**  **Feb 2017 – Jul 2021**

* Supported enterprise clients with proactive guidance and 24/7 reactive troubleshooting, achieving a 95% satisfaction rating.
* Conducted in-depth assessments and performance tuning on mission-critical systems, reducing latency and improving reliability.
* Delivered tailored recommendations that increased adoption of Microsoft cloud services and contributed to client ROI improvements.
* Mentored customer engineering teams on cloud migration, DevOps practices, and best-in-class operational excellence.

**Education**

Florida A&M University, Tallahassee, FL

Bachelor of Science, Computer Information Systems – Dec 2016

**Certifications**

Microsoft Certified: Azure Developer

**Technical Skills**

* Azure Cloud Platform, Azure DevOps
* .NET, C#, JavaScript
* CI/CD, Docker
* SQL Server, MongoDB
* Customer Enablement Tools (Power Platform, Visual Studio, Git)