

# THOMAS TROY

## Technical Account Management · Customer Success

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### PROFESSIONAL SUMMARY

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Customer-facing professional with 20+ years across account management, client onboarding, and product enablement, now bringing that relationship depth into cloud technology, backed by the Microsoft IT Support Specialist Professional Certificate (completed 2026) with Microsoft 365, Azure, and security certifications in progress. Proven record of taking complex, low-engagement products and turning them into confident customer adoption: grew an independent agency portfolio 82% year-on-year at Cover-More by building the training pathway 1000+ agents used to understand and sell the product. Skilled at translating between technical and non-technical stakeholders, owning the client relationship from onboarding through renewal, and maintaining clean, current CRM data the business can rely on.

### CORE SKILLS

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Technical Account Management, Client Onboarding & Implementation, Product Adoption & Enablement, Account & Portfolio Management, Stakeholder Management, Customer Success, Escalation Resolution, Training Delivery (workshops, webinars, video), CRM Administration (Salesforce), Process Improvement, Documentation & Data Integrity, Risk & Compliance Awareness.

**Technical:** Microsoft 365, Microsoft Azure (foundational), Salesforce CRM, FileMaker, Trello, Claude Code & Claude Design (built and maintain my personal website, thomas-troy.com).

### PROFESSIONAL EXPERIENCE

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#### Strategic Partnership Manager / Business Development Manager (AUS/NZ)

Women & Leadership Australia, Brisbane, QLD | January 2024 - May 2026 (role concluded when the organisation wound down)

- Owned the full client journey for corporate and individual customers - discovery, needs assessment, program alignment, onboarding, and ongoing relationship management - across government, corporate, and NFP sectors in QLD, NT, and NZ.
- Contributed to a team result of 30 new corporate clients (each >\$30k) within three months; top performer for new client acquisition for several consecutive months.
- Established a partnership with the Motor Trades Association of Queensland (MTAQ), delivering leadership coaching and scholarship programs (purchased by MTAQ, sponsor-funded) to their Auto Women network across Queensland.
- Mapped the customer journey to help mid-level managers and the sales team follow the same process.
- Triaged client escalations, resolving most directly and referring program-access issues to the appropriate team.
- Maintained accurate CRM records through WLA's transition from FileMaker to Salesforce, manually cross-checking data as it moved across systems.

#### Founder & Director - Videographer & Photographer

Tomovision (videography & photography business), Brisbane, QLD | January 2016 - January 2024

- Filmed, photographed and edited video and photography content for corporate clients, managing each job from initial enquiry through to final delivery.
- Handled client liaison, quoting, and invoicing for every project.

- In-house videographer/photographer for CBRE; also delivered repeat projects for Cover-More, Ausenco, and other agencies, largely through referral and word-of-mouth networking.

### **Business Development Manager**

Cover-More Travel Group, QLD / Northern NSW | March 2015 - May 2020 (role made redundant in COVID-19 sales-team reduction)

- Headhunted by the National Head of Agency Sales to own the independent travel-agency portfolio for travel insurance, a complex, compliance-heavy product most agents avoided selling.
- Grew the portfolio 82% year-on-year (Australia) by building the training pathway new agents used to understand the product, and delivering ongoing training and webinars to 1000+ agents.
- Ran the Ambassadors Program within my territory as part of a national Cover-More initiative.
- Separately, for the Flight Centre Travel Group (FCTG) account, built an automated Mailchimp workflow that enrolled new agents into a staged training email sequence.
- Proactively resolved and mitigated client escalations, protecting agency relationships and compliance standing.

### **Business Development Manager**

Flight Centre Business Travel, QLD | January 2014 - March 2015

- Onboarded corporate clients onto travel management systems: account setup, profiling, documentation, and adoption support.
- Built relationships with SME decision-makers, translating business requirements into tailored travel programs.

### **Account Manager, Schlage Door Hardware**

Ingersoll Rand Security Technologies, North Auckland & Northland, NZ | August 2007 - September 2010

- Managed the North Auckland-Far North territory servicing big-box resellers (Bunnings, Mitre 10 Mega, ITM, Carters); worked with architects, schedulers, and construction companies to get products specified into builds.
- Attended homeowner call-outs to troubleshoot and resolve hardware issues in person; produced monthly sales, competitor, and forecasting reports.
- Hit territory budget and Building Partnership Programme signup targets (10+ new builds/year).

## **EDUCATION & CERTIFICATIONS**

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- Microsoft IT Support Specialist Professional Certificate, Coursera / Microsoft, 6-course program | Completed 2026
- ITIL 4 Foundation, Coursera / EDUCBA, in progress (self-study)
- Microsoft 365 Fundamentals (MS-900), In progress (self-study)
- Microsoft Security Fundamentals (SC-900), In progress (self-study)
- Remote Pilot Licence (RePL), CASA; held company ReOC to 25kg | 2020
- Cert IV in Property Services, REIQ
- Bachelor of Business, Massey University (partially completed)

## **BEYOND THE CV**

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Snowboard instructor across four mountains in NZ and the USA (Turoa, Okemo, Snowbird, Vail); led a crew of 12 building mountain-bike trails in Portugal; closed the largest cash sale in a steel-roofing company's history (\$250K+). Learns hard things fast, then teaches them to others.