

THOMAS TROY

TECHNICAL ACCOUNT MANAGEMENT · CUSTOMER SUCCESS

*I make the **technical** make sense, then teach teams to run with it.*

thomas@thomas-troy.com · 0423 887 311 · Brisbane, QLD 4152 · linkedin.com/in/thomas-b-troy · thomas-troy.com

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 Capabilities

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

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

JAN 2024 – MAY 2026

Women & Leadership Australia, Brisbane, QLD (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.
- Maintained accurate CRM records and client histories through WLA's transition from FileMaker to Salesforce, ensuring data integrity and process consistency.
- Mapped the customer journey to help mid-level managers and the sales team follow the same process.
- 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.
- Handled sensitive participant data under strict privacy and compliance obligations, keeping records audit-ready.

Founder & Director, Client Delivery and Production

JAN 2016 – JAN 2024

Tomovision (videography & photography business), Brisbane, QLD

- Ran end-to-end client engagements for eight years: scoping, estimates, scheduling, stakeholder approvals, delivery, and after-care, the full lifecycle a TAM owns, applied to creative-technical projects.
- 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.
- Qualified commercial drone pilot (RePL; company ReOC to 25 kg); trained and certified new drone pilots through Droneit, building technical training for regulated, safety-critical equipment.

Business Development Manager

MAR 2015 – MAY 2020

Cover-More Travel Group, QLD / Northern NSW (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 in gross sales and policy count through agent enablement: built the learning pathway new agents used to understand the product, and delivered ongoing training, webinars, and explainer videos to 1000+ agents across Australia.
- Proactively resolved and mitigated client escalations, protecting agency relationships and compliance standing.
- Ran the Ambassadors Program within my territory as part of a national Cover-More initiative.

Business Development Manager

JAN 2014 – MAR 2015

Flight Centre Business Travel, QLD

- Onboarded corporate clients onto travel management systems and processes: 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

AUG 2007 – SEP 2010

Ingersoll Rand Security Technologies, North Auckland & Northland, NZ

- 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

- > **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 25 kg | 2020

> **Cert IV in Property Services**, REIQ

> **Bachelor of Business**, Massey University (partially completed)

BEYOND THE CV

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.*