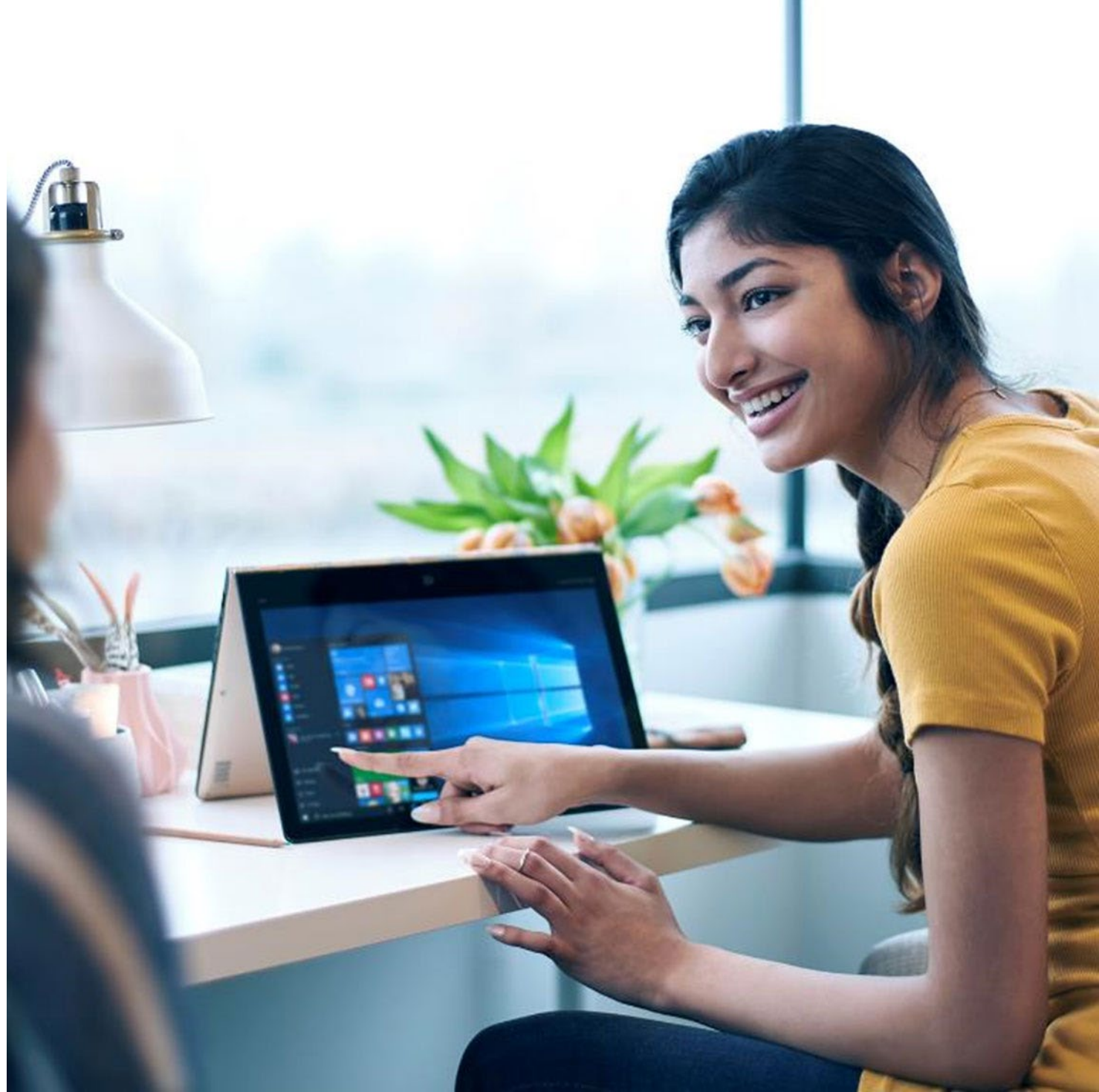https://who/is/alexjs

Why

This is a new type of document and still a work in progress. It's meant to be documentation on me.

Two reasons for this to exist:

1. The creation has helped me identify and refine my thoughts and values.
2. To hopefully help you understand me better and help us work together.

Important:

NOT meant as a replacement for getting to know each other. <u>Please</u>.

Disclaimer

As we aim to develop diversity of thought and background, this should not be read to in any way apply to any other group or individual at Microsoft.

This is alexjs.README.

The Personal Bit

I was born in the Isle of Man. I am not English. I will mention this too often. Sorry (not sorry).

My career started as a Solaris engineer in London. I've spent more time racking X4500s and V890s than I want to admit. I loved it.

I stubbornly rejected buying a TV for most of my adult life because I worked in streaming video. I have one now!

I play video games – badly. I have learned more Tagalog and Bahasa Indonesia than I want to – 80% of it shouted at me in frustration.

I like trying things to do different things. I used to own a bar, and I was a founding investor in a gin brand. They were fun: but I love our industry more.

I love learning. I speak Japanese to N2 level because it was a great distraction from work. My wife ran a Travel company and I've been learning a lot about that industry in the COVID-19 times. Spoiler: it's awful.
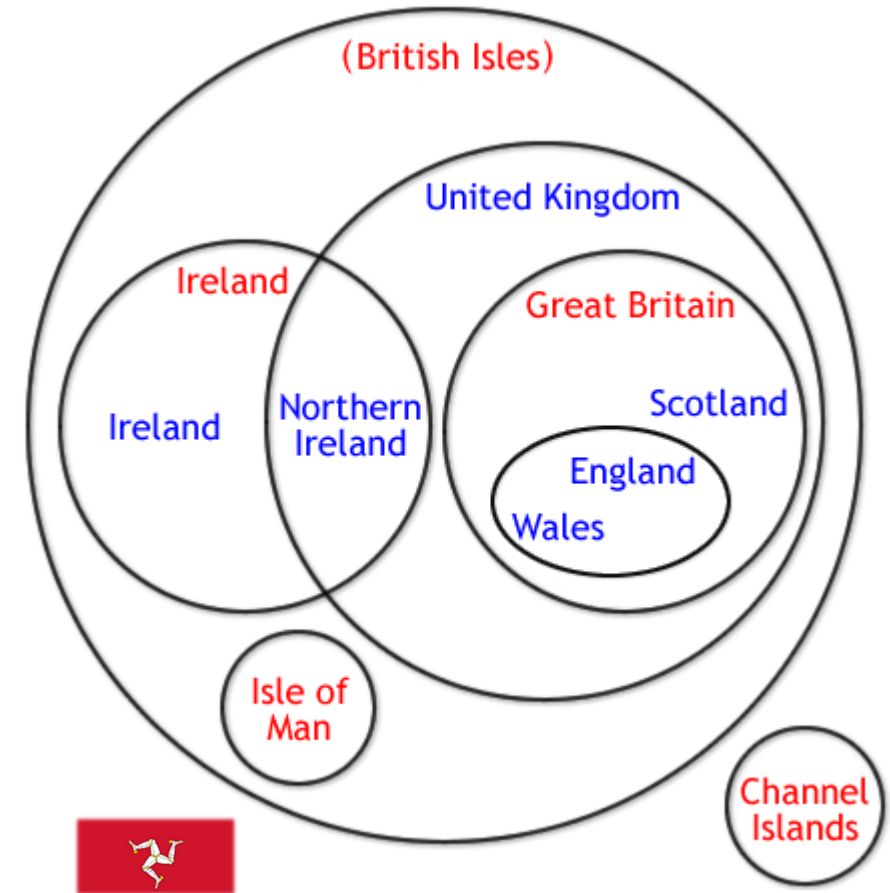
Isle of Man: Not part of the UK

My Job(s)

Customer Success Lead

- Help you to help our customers excel in whatever they do

- Manage the corporate expectations and needs

- Land programmes from corp (whether CSU, BG, or other)

- Build programmes unique to our area (APAC)

- Be the 'last line of defence' for a customer on escalations, tech or otherwise

- Minimise noise for you

- I work for you. Not a trite comment, but a commitment that I have no role without making an impact on your life.

Microsoft: Human Being

- Hire and develop the best. My focus: EIC, diversity of background/thought, unusual people[0]

- Connect the Microsoft dots. I know people, use me to help you.

- Advocate for technical intensity. I was a kernel hacker, and I haven't changed.

- Build recognition accordingly. You help our customers do cool things – I help you do cool things.

- Forget solution areas. Our customers use Microsoft, not Apps & Infra or Data & AI. Do the right thing by the customer and revenue will take care of itself.

[0] I have never been to university, nor have I much by way of formal education. I love unconventional backgrounds and will fight for space to hire those with the same.
I'm going to start doing an MSc this year, though! I'm excited to learn. Let's talk – I love to learn about your background!

My Assumptions

- You are awesome at what you do
  - If you weren't, you wouldn't be here
  - If you wonder why I'm questioning you – it's because I want to understand something more from you, or I'm trying to help develop thoughts
  - You're using me for [Rubber ducking](#) 🦆
- I'm not (usually) awesome at what you do
  - While I continue to keep a technical view on things: you know best and do the job every day. I'll be there to talk through and listen, but I won't tell you what to do.
  - Sometimes I'll geek out because I love the tech field. I'll still listen.
- You'll tell me if you can't be awesome at what <u>you</u> do
  - Everything aside, my focus is to make sure you can succeed. If you can't for any reason <u>at all</u>, that is my newest #1 priority
- You feel safe to tell me if you can't be awesome at what you do

How I can help you

- Context
  - Most of my day is spent collecting, filtering and sharing context/information from across other orgs, products, and people. I'll try to push information to you as much as I can but feel free to ask about anything else
- Celebrate
  - I love to build people's profile. If you're not a natural self promoter, let me be your biggest fan. Tell me what makes you proud: I want to be proud too.
- Cover
  - "I messed up" is never a bad IM to receive. Know that I'll be here to protect and build you. Tell me how you need me to help.
- Co-develop
  - While your career is your responsibility, I'd love to be a contributor. Let's build a Career Dev Plan, 30/60/90 plan, or anything to make you successful.

How you can help me

- Communicate
  - Tell me when I mess up. This is not an echo chamber
  - Disagree and know that you can: I will listen
- Bring Trust
  - I will rely on you to be a leader in whatever you do.
- Model The Best (...but)
  - Always put your customers first, except for yourself / your family
- Advocate for Growth
  - Bring your friends! [We are hiring](): help me grow the team

Want to talk? Let's talk

TL;DR:
Very few things are more important to me than talking to you, if you want to. If you need to talk, let's talk.

- I do a lot of things here which drag me in many directions. They don't matter more than you do.

- My calendar is open because I believe in telling you what I am doing. If I need time for myself, I will capture it in a block ("DND"). Is your world on fire? I'm still here for you.

- Don't wait for permission to reach out. Can't find a slot? Ping me, and I'll find a way to move things so we can connect.

- Heard a rumour? Need clarification on something? Blocked? I'd love to hear as soon as possible. Shoot me a message, we don't need to wait for our next scheduled 1:1.

Work / Life

- I love to work at weird hours. I wake up early and sleep late. My productivity is not uniform/linear, and I can have 4-6h periods every day where I achieve nothing, followed by 20m periods where I achieve everything.

- I *don't* love when you feel you <u>should</u> be available 24x7

- I will try not to send you emails/IMs on a weekend. You can almost always leave it until a working hour. If there's a real fire, I'll call you.

- Nonetheless: I expect you to be available on Teams during working hours.
  - This is a base line. We all need to be there for eachother
  - I configure my notifications so urgent messages notify but the rest don't
  - If you're with a customer, try the same style so you can be present in the room

- If you're working weekends or out of hours for a customer, make sure you take the time back.

Personal Quirks

- I will never use the word 'resource' for a person. You're a human, not a fax machine. I might pick you up on this in conversation. But I'll do the same with a CVP.

- I love an ineffective process, and take it as a personal challenge to improve it

- Teams Meeting? I'll try to keep my camera on. I'm shy, but I want to keep our connection

- I'm a big believer in the Coaching Habits model. I'll try to hold off advice and prompt you first.

For CSU: Your Career Development

"No one hands you personal growth here; but it's there for the taking. It's being able to try hard things; that you might not succeed at every time. It's seeing the practices of the talented people around you; practices that you're free to steal. Or it's the advice that others will give to you; advice that you didn't always ask for but is usually a good idea to take."
- Steven Noble (Shopify)

- I will always push you hard to your face, but fight your corner behind your back.

- Your career is yours. You know best how you'd like to grow and in what areas. I can provide feedback and an outside perspective.

- I'll do my best to provide growth and learning opportunities, it'll be up to you to seize them. Let's work together on this.

- At the end of the day, it is your career. You set your goals. You set your priorities. Let me know how I can help you achieve them.

- Never put "N/A" in what you need from me. My motivation is your success. If I have nothing to do, neither you do.

Things you (maybe) don't know

- I will never lie to you
  - Microsoft will never ask me to lie.
  - It may require me to wait to tell you something, but never to lie
  - If I know something and it's important for you to know, I will tell you as soon as I can
- If you work for me (directly or indirectly), you can edit this document
  - I'll review and may edit, but I trust you. Tell me what I don't know (and please let me know)

Further Reading

[Blog](#)

[Instagram](#)

[LinkedIn](#)