

# Dale Hufford

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## Professional Summary

Results-driven Technical Account Manager with 20+ years of experience delivering enterprise IT solutions and driving strategic customer success across cybersecurity, IAM/PAM, and hybrid cloud infrastructure. Adept at leveraging AI tools like ChatGPT and other AI driven tools to streamline documentation, automate technical analysis, and enhance service delivery. Proven success managing multi-million-dollar enterprise accounts, leading executive reviews, and aligns AI-powered insights with client goals to accelerate product adoption and retention.

## Key Skills & Competencies

### Strategic & Business Skills

Customer Success Management · Enterprise Account Management · Strategic Growth & Retention · Quarterly based reviews (QBRs) · Sales Pipeline & Revenue Forecasting

### Technical Skills

Solution Architecture (IAM/PAM) · Cloud & On-Prem Infrastructure (VMware, Hyper-V) · Office 365 & Microsoft Exchange Migrations · PowerShell Scripting & Automation · AWS & Azure Infrastructure · Security & Compliance Integration · AI-Assisted Troubleshooting & Documentation · Generative AI (ChatGPT, Copilot) · Prompt Engineering

### Collaboration & Communication

Cross-functional Team Leadership · Client Relationship Management · Technical Pre-Sales Support · AI-driven Content Development

### Project & Service Delivery

Technical Project Management · IT Service Delivery & SLA Management · Workflow Automation Using GPT-based Tools

## Professional Experience

### Technical Account Manager

*Delinea – Remote, United States | Apr 2023 – Present*

- Achieve 95%+ customer retention through proactive technical engagement and resolution of complex challenges.
- Partner with Sales Engineers to boost product adoption by 30% and improve CSAT scores by 18% YoY.
- Manage \$6M+ renewal and upsell pipeline, consistently exceeding revenue targets by 15–20%.
- Lead Quarterly and Executive Business Reviews, increasing multi-service utilization by 25% across enterprise accounts.
- Reduce renewal-related escalations by 40% via strategic, solution-first issue resolution.
- Collaborate cross-functionally to increase upsell conversion rates by 22% and shorten the sales cycle by 15%.
- Advise Fortune 500 clients, driving a 3x increase in engagement by aligning roadmaps with security priorities.
- Integrate AI tools such as ChatGPT into internal workflows to generate client-facing documentation, automate QBR preparation, and synthesize platform logs reducing manual effort by 40% and improving turnaround.

### Professional Services Consultant

*Delinea (formerly Centrify Corporation) – Remote, United States | Oct 2019 – Apr 2023*

- Designed and deployed custom IAM and PAM solutions aligned with clients' security frameworks.
- Integrated \*NIX systems with Active Directory using enterprise-grade bridging tech.
- Managed complete IAM implementation cycles planning, configuration, and knowledge transfer.
- Delivered infrastructure integration projects on time and to spec, supporting compliance and business goals.
- Built long-term client trust as a strategic advisor and technical lead.
- Applied prompt engineering to accelerate knowledge transfer and documentation for clients, enhancing onboarding materials and internal playbooks with AI-generated insights.

## **Systems Engineer II**

*IGT – Las Vegas, NV / Feb 2015 – Nov 2019*

- Configured and deployed proprietary casino systems and software globally.
- Built and maintained virtualized environments (VMware), Windows Server (2008/2012 R2), and SQL Server databases in secure, regulated settings.
- Provided end-to-end technical support, including on-call assistance and system maintenance.
- Collaborated with regulatory bodies and internal stakeholders to ensure compliance and timely rollouts.
- Authored troubleshooting documentation and supported successful deployments of new and legacy gaming platforms.

## **Senior Systems Engineer**

*Advanced Office Systems – Cromwell, CT / Sep 2011 – Feb 2015*

- Directed IT strategy for a managed services provider, delivering infrastructure solutions for diverse clients.
- Spearheaded 50+ Exchange migrations (2003–2010 to Office 365) with zero data loss across 1,000+ mailboxes.
- Optimized Exchange migration processes, increasing efficiency by 75% through PowerShell automation.
- Led deployment/upgrade of 300+ servers (physical, Hyper-V, VMware ESXi) and supported domain upgrades and scaling initiatives.
- Maintained 95%+ SLA uptime, driving client satisfaction through innovative infrastructure improvements.

## **Education**

### **Masters of Science in Computer Information Systems**

Regis University – Denver, CO

## **Certifications & Training**

CompTIA A+ (CompTIA)

Secret Server Certified Engineer (Delinea) – Issued Nov 2023 · Expires Nov 2025

Server PAM (Delinea) – Issued Dec 2023 · Expires Dec 2025

Privilege Manager Certified Engineer (Delinea) – Issued Jan 2024 · Expires Jan 2026