

# JEREMIAH SPEARS

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## SENIOR SUPPORT ESCALATION MANAGER

Microsoft 365 Escalation | Global Support Operations | Technical Support Leadership

### PROFILE

Senior Microsoft 365 escalation and support-operations leader with 7+ years in managed cloud support, advancing from Tier 3 Technical Support Engineer to Support Supervisor at CARET. Owned VIP/SWAT escalations, outages, cross-provider incidents, and global Tier 1-3 execution for law, CPA, and professional-services clients. Built BPO enablement programs in Ghana and Manila, documentation systems, and automation that improved support speed, consistency, and closure. Current JGS work applies the same operating model to Microsoft 365 evidence products, app delivery, and scoped technical support: clarify facts, expose evidence, define ownership, document the path, and drive closure.

**1,000+**

advanced escalations

**200+**

law, CPA,  
professional-services firms

**92%+**

CSAT maintained

**25%**

faster escalation  
resolution

**184**

KB / SOP articles

**2 countries**

BPO enablement

### SELECTED IMPACT

#### Escalation command

Owned VIP, outage, Microsoft 365, hosted-infrastructure, and cross-provider escalations requiring clear triage, de-escalation, routing, and executive-ready communication.

#### Global BPO enablement

Delivered two-week onsite technical-support training for Buwelo teams in Ghana and Manila; continued remote coaching, QA, and escalation-standard reinforcement.

#### Process systems

Built documentation taxonomy, peer review, SOP discipline, and support-training systems for repeatable issue handling across Tier 1-3 teams.

#### Automation + evidence

Built Zendesk and PowerShell automations, including infrastructure lookup tooling that reduced server identification from minutes to seconds.

### CORE COMPETENCIES

Escalation Management | Major Incident Coordination | Customer De-escalation | Executive / VIP Communication | RCA / Problem Management | Queue / SLA / KPI Management | Global BPO Enablement | Offshore Team Training | Tier 1-3 Leadership | Knowledge Management | Technical Documentation | Microsoft 365 / Exchange / Entra ID | PowerShell Automation | MSP / Vendor Escalation

### PROFESSIONAL EXPERIENCE

#### Founder & Principal Operator | JGS Cloud Compliance, LLC / JGS

Sep 2025 - Present

San Diego, CA / Remote

Founder-led product, support, and evidence work applying escalation discipline to Microsoft 365 proof, app delivery, and scoped technical execution.

- Built PROVE by JGS, a Microsoft 365 evidence product that evaluates tenant configuration against 140 CIS Microsoft 365 Foundations Benchmark v6.0.1 controls and produces offline evidence binders for external review.
- Designed the PROVE bundle model around per-control Audit Narrative, raw evidence artifacts, worklists, SHA-256 checksums, chain of custody, and delivery gating.
- Built CertCrush by JGS Flow, a phone-first IT certification study app family for iOS and Android across CompTIA, Cisco, AWS, Azure, Google Cloud, and ITIL tracks.
- Performed scoped founder-led technical support involving Microsoft 365, Outlook/Exchange, Entra ID, SharePoint, OneDrive, Teams, permissions, documentation, vendor follow-up, data cleanup, and stalled-ticket recovery.

#### Supervisor, Technical Support (Client Services) | CARET (formerly AbacusNext / Abacus Private Cloud)

2022 - Aug 2025

San Diego, CA / Global

Led global cloud support operations in a Microsoft 365-heavy managed hosting environment serving law firms, CPA practices, and professional-services organizations.

- Directed Tier 1-3 support execution, escalation queues, call coverage, shift coordination, queue hygiene, and daily operating standards across U.S. and international support models.
- Served as senior escalation owner for outages, VIP clients, Microsoft 365 access issues, hosted desktop incidents, systemic platform problems, and cross-provider ownership gaps.
- Delivered two-week onsite technical support training for Buwelo BPO teams in Ghana and Manila, then continued remote coaching, QA, and escalation-standard reinforcement after launch.
- Coordinated high-impact incidents with Engineering, NOC, Product, TAMs, Client Success, vendors, and Infrastructure teams; translated technical root cause into customer-facing communication.

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## PROFESSIONAL EXPERIENCE CONTINUED

### Senior Team Lead, Technical Support | CARET

2021 - 2022

San Diego, CA / Hybrid Operations

*Spearheaded tactical execution for hybrid support operations and managed high-complexity support queues.*

- Oversaw triage, scheduling, queue hygiene, escalation handling, and individual mentorship plans for blended U.S. and international support teams.
- Developed PowerShell and Zendesk workflow automations, including infrastructure lookup tooling that reduced time-to-server identification from minutes to seconds.
- Authored SOPs and troubleshooting playbooks for Hybrid Exchange routing, RDS printing/scanning isolation, FSLogix profile recovery, hosted legal/accounting apps, and escalation procedures.
- Managed at-risk and high-value accounts through targeted technical reviews, issue ownership, and follow-through with engineering and customer-facing stakeholders.

### Tier 3 Technical Support Engineer | CARET / AbacusNext

Aug 2018 - 2021

San Diego, CA

*Final escalation point for complex client-impacting technical issues in managed private cloud and SaaS support environments.*

- Resolved 1,000+ advanced escalations involving Microsoft 365, Exchange, Active Directory/Entra ID, Remote Desktop Services, hosted applications, system performance, connectivity, printers, and user-access issues.
- Diagnosed and resolved critical failures including Exchange database corruption, SQL database detachment, ransomware containment support, file-locking issues, profile failures, and service disruptions.
- Served as SME for hosted legal, tax, and accounting applications including AbacusLaw, Amicus Attorney, Lacerte, ProSeries, Drake Tax, and QuickBooks in multi-user terminal environments.

### Support Technician (Datacenter / Remote Hands) | ScaleMatrix

Jan 2017 - Sep 2018

San Diego, CA

*Supported datacenter operations, remote hands, hardware provisioning, cabling, environmental monitoring, emergency diagnostics, and SLA-sensitive infrastructure tasks.*

- Built the operating foundation for later cloud support work: methodical execution, documentation discipline, and precision under time pressure.

### Earlier Experience

2007 - 2017

Hands On; TypeHaus | San Diego, CA — Event AV, field labor, logistics, technical production, firmware-based printer-product testing, shipping, and small-team operations under deadline pressure.

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## TECHNICAL TOOLS & PLATFORMS

### Cloud / Systems

Microsoft 365, Exchange Online, Entra ID / Azure AD, Active Directory, SharePoint, OneDrive, Teams, Windows Server, Remote Desktop Services, FSLogix, CARET Private Cloud, Azure IaaS

### Security / Automation

MFA, Conditional Access, Duo Security, Defender for Office 365, Intune, DNS / SPF / DKIM / DMARC, PowerShell, Microsoft Graph, ExchangeOnlineManagement, RMM automation

### Vertical Software

AbacusLaw, Amicus Attorney, Lacerte, ProSeries, Drake Tax, QuickBooks Enterprise, hosted legal/accounting workflows

### Support / Operations

Zendesk, Salesforce Service Cloud, ConnectWise Automate, ticket triage, SLA/KPI dashboards, CSAT reporting, knowledge-base systems, queue management, global training delivery

### Escalation Domains

Hosted desktop incidents, Exchange routing, access restoration, profile failures, vendor ownership gaps, support handoffs, documentation cleanup, customer-facing incident translation

### Product / Publishing

iOS and Android app release workflow, certification-study content systems, offline app/product support, product documentation

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## EDUCATION

ITT Technical Institute | Bachelor of Science, Information Systems Security | 2010 - 2012

ITT Technical Institute | Associate of Science, Computer Networking Systems | 2008 - 2010

Cisco Networking Academy / Cisco CCNA | Networking fundamentals; certification previously held