Richard Riddle

Metro Detroit, MI | in/richardmriddle

Solution Engineering professional with 15+ years of experience solving business problems with technology. Strengths in value-based selling, solution architecture, and translating complex concepts into practical business solutions. Experience leading cross-functional teams and guiding customers through technical discovery, solution design, and validation. Combines deep Microsoft platform expertise with hands-on AI development and adoption.

EXPERIENCE

Silent Partners Powered by Gallup, Detroit, MI — *Principal AI Solution Engineer* Nov 2025 – Oct 2026

Built and iterated on versions of an AI adoption framework and platform in partnership with Gallup

- Built and delivered bespoke customer process improvements using AI
- Developed AI adoption framework for frontline knowledge workers
- Continually adapted to best practices in AI coding and development
- Assisted in delivery of executive AI adoption workshops
- Developed AI skills and personas for development team scaling

Microsoft, Detroit, MI — *Principal Solution Engineer* Oct 2014 – Jul 2025

Drove the technical aspects of low-code platform sales to Retail and Consumer Goods customers, working with complex internal and external teams

- Built and delivered high-impact Power Platform demonstrations to customer executives and decision makers, focusing on business value
- Conducted technical sessions focusing on security, architecture, and migration of processes from legacy solutions
- Coordinated and led hackathons using Power Platform and AI capabilities
- Collaborated with internal account teams for overall solution design and removal of blockers
- Collaborated with internal product teams for escalations and product enhancements
- Mentored and onboarded new solution engineers
- Provided technical expertise for all deals
- Provided story-building for all deals, focusing on simplifying messaging and value proposition
- Managed POC and pilot projects with customer and partner resources
- Maintained technical readiness on each solution, including use of AI and roadmap
- Maintained office hours and chat channels for technical and deal-related assistance

Columbus, Detroit, MI — *Senior Consultant* Feb 2011 – Oct 2014

Implemented Dynamics 365 CRM solutions and upgrades from previous versions, including full-system customizations, data migrations and integrations, report writing, and training

- Developed customizations using JavaScript, .Net, and SSRS
- Collaborated across internal and customer teams to provide the best solution
- Guided requirements gathering, readiness, and other early implementation activities
- Mentored junior consultants and provided technical expertise on all projects

ADDITIONAL RELEVANT EXPERIENCE

Autonomix, Seattle, WA — *Business Systems Analyst*

Implemented, customized, and supported Microsoft Dynamics CRM for customers around the Puget Sound, including full-stack development and project management

SKILLS AND COMPETENCIES

Solution Engineering and Pre-Sales

- Solution Architecture Design
- Technical Discovery
- Value-Based Selling
- Business Process Mapping
- Technical Demonstrations
- Proof-of-Concept Development
- Stakeholder Management

AI & Technology

- AI-Powered Development
- AI Adoption Strategy
- Practical AI Implementation
- Power Platform AI
- Intelligent Process Automation
- Data Integration Patterns

Leadership & Communication

- Cross-Functional Leadership
- Business-Technology Alignment
- Executive Communication
- Complex Concept Simplification
- Customer Relationship Building
- Technical Team Mentorship

Power Platform | AI Builder | Dynamics 365 | Copilot | JSON | HTML | Scripting | .Net

EDUCATION

Central Michigan University, Mt. Pleasant, MI — *MBA, IT and Consulting*

Central Michigan University, Mt. Pleasant, MI — *Bachelor of Science in Business Administration, Management Information Systems*