

# SAGAR SRIVASTAVA

Customer Success & Service Delivery Leader | Cloud Operations | Escalation & Reliability

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## PROFESSIONAL SUMMARY

Customer success and service-delivery leader with 13+ years owning outcomes for global cloud customers and delivery partners. Raised CSAT from 4.1 to 4.7, cut aged-case backlog by 60%, and improved 0–7 day closure from 30% to 70% — while driving reliability gains of 50% faster incident notification and a 56% faster PIR cycle. Expert in partner/vendor governance, executive escalations, SLA/SLO management, and rhythm-of-business operations at scale.

## CORE COMPETENCIES

**Customer Success:** CSAT/NPS Improvement • Escalation Management • Retention & Adoption • Executive Relationships

**Service Delivery:** SLA/SLO Governance • Backlog & Case Management • ROB & Operational Reporting • Continuous Improvement

**Reliability & Ops:** Incident & Crisis Management • PIR/RCA • Reliability KPIs (TTN/TTP) • Readiness Programs

**Leadership:** Global Partner/Vendor Governance • Cross-Functional Leadership • Stakeholder Management • ITIL

## PROFESSIONAL EXPERIENCE

### Partner Technical Advisor — Azure Support Operations (Subscription & Billing)

Microsoft, Bangalore, India

Jun 2020 – Dec 2023

*Owned end-to-end service delivery and operational governance for two global delivery partners — Mindtree (Hyderabad & Bangalore, India) and Tek Experts (Bulgaria & Nigeria, EMEA) — supporting Azure customers worldwide.*

- Raised partner CSAT from 4.1 to 4.7 (out of 5.0) through KPI governance, readiness programs, and structured root-cause analysis.
- Reduced aged case backlog by 60% within the first 8 months by re-engineering triage and prioritization mechanisms.
- Improved 0–7 day case closure from 30% to 70% within 12 months, directly lifting customer satisfaction and reducing escalations.
- Led executive escalations and cross-functional resolution for business-critical scenarios, ensuring timely recovery and stakeholder alignment.
- Owned the Rhythm of Business (ROB) — weekly/monthly business reviews, operational reporting, and performance deep dives — across partner-supported operations.

### Service Engineer II — Customer Reliability Engineering (Azure Communications)

Microsoft, Bangalore, India

Jul 2025 – Present

*Drive global incident communications and reliability outcomes for the Azure Communications team, serving 400K+ customer organizations across all Azure clouds via the Azure Status Page, Service Health Dashboard, targeted comms, and social media.*

- Cut Time-to-Notify (TTN) by 50% — from 60 to 30 minutes across all Azure incidents (all severities), and to 15 minutes for high-impact incidents (a 75% reduction) — materially improving customer trust and transparency during service-impacting events.
- Lead the Azure Post-Incident Review (PIR) program; reduced average Time-to-Publish (TTP) from ~25 to 11 days (56% faster) against a 14-day SLA, and drive high-impact PIRs to publish within 7 days.
- Own end-to-end, multi-channel communications strategy for high-impact incidents, planned maintenance, crisis scenarios, and security events across customer and executive audiences.
- Govern incident-communication playbooks, escalation frameworks, and operational-readiness processes that improve message quality, consistency, and response effectiveness at global scale.
- Translate complex engineering investigations and mitigations into clear customer-facing narratives, and manage public sentiment and social (X) response operations during major incidents.

### Program Manager II — Growth & Innovation (FastTrack for Azure / CXP Managed)

Microsoft, Bangalore, India

Dec 2023 – Jun 2025

*Led a portfolio of strategic Azure adoption and modernization programs for ISVs, startups, digital natives, and enterprises across APAC (with EMEA and North America coverage) under the FastTrack and CXP Managed programs.*

- Delivered 40+ concurrent customer programs, each influencing ~5% ARR uplift, by driving Azure adoption through migration, app modernization, and net-new solution scenarios.
- Drove measurable Net Promoter Score (NPS) improvement across engagements by aligning delivery to customer outcomes and closing feedback loops with engineering and product teams.
- Delivered AI adoption scenarios — including chatbot platforms, Retrieval-Augmented Generation (RAG), and AI-agent solutions — accelerating customer time-to-value on Azure.
- Owned end-to-end execution from qualification and scoping through delivery and closure, managing timelines, dependencies, RAID governance, scope, and stakeholder alignment.
- Led a cross-functional team of engineers, solution architects, and technical specialists, and defined delivery-governance models, operating rhythms, and success metrics adopted across the org.

## Support Engineer — Azure Subscription & Billing

Microsoft, Bangalore, India

Aug 2016 – May 2020

- Delivered Tier 2/Tier 3 technical support for enterprise and premier Azure customers, resolving complex subscription and billing scenarios with a consistently high first-contact resolution rate.
- Served as Escalation Engineer for high-severity, customer-impacting incidents, coordinating cross-functional teams to accelerate resolution and restore customer confidence.
- Contributed to Critical Problem Resolution (CPR) initiatives through root-cause analysis and preventive actions, reducing repeat incidents and improving service quality.

## Support Engineer — Microsoft Azure

Spectrum Consultants, Bangalore, India

Jan 2015 – Aug 2016

- Delivered Tier 1 support for Azure Subscription and Billing across global channels, resolving high volumes of customer issues while meeting SLA and quality targets.
- Managed customer communications, escalations, and service-restoration activities in a high-volume operational environment.

## Customer Support Executive — Expedia (Travel)

[24]7.ai, Bangalore, India

Jan 2013 – Aug 2014

- Supported global travel customers across bookings, cancellations, refunds, and disruption scenarios, consistently meeting CSAT and quality expectations.
- Built early strengths in customer experience, communication, crisis handling, and issue resolution.

## EDUCATION

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Bachelor of Engineering (Computer Science) — Visvesvaraya Technological University, Karnataka

## CERTIFICATIONS

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Microsoft Certified: Azure Fundamentals (AZ-900) • Azure AI Fundamentals (AI-900) • Security, Compliance & Identity Fundamentals (SC-900)

ITIL Foundation • Kepner-Tregoe Certified Practitioner

## AWARDS & RECOGNITION

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Microsoft ACE Award Winner — FY2019 H1 and FY2021 H2 • Recognized contributor to global onboarding and operational-excellence initiatives