

RAJIV BUDA

SUPPORT OPERATIONS MANAGER | CUSTOMER SUCCESS | TECHNICAL SUPPORT

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PROFESSIONAL SUMMARY

Customer Success and Support Operations leader with 14+ years of experience managing global 24x7 technical support, enterprise customer relationships, service delivery, escalation management, and support transformation across Microsoft, McAfee, and Accenture. Proven in leading support engineering teams of up to 82 professionals across APAC, EMEA, and North America, governing SLAs and KPIs, and supporting enterprise portfolios exceeding \$4 billion. Track record includes 100% SLA compliance, 30% escalation reduction, 22% recurring-incident reduction, and large-scale support transitions involving 500+ staff with zero service disruption.

CORE SKILLS

Support Operations Management ■ Global 24x7 Technical Support ■ Technical Support Leadership ■ Customer Success ■ Enterprise

Account Management ■ SLA Governance & Compliance ■ Escalation & Incident Management ■ Root Cause Analysis ■ Service Delivery

■ CSAT / NPS ■ KPI & Performance Management ■ Workforce Planning ■ Quality Assurance ■ Coaching & Career Development ■ Change Management ■ Customer Onboarding & Product Adoption ■ Stakeholder & Executive Communication ■ Azure Cloud Support

TOOLS & PLATFORMS

ServiceNow (ITSM/CSM) ■ Zendesk ■ JIRA ■ Salesforce CRM ■ Power BI ■ Azure Portal ■ Microsoft Azure

KEY ACHIEVEMENTS

- Achieved 100% SLA compliance while leading an 82-member global support team for Microsoft accounts at Accenture.
- Reduced customer escalations by 30% at McAfee through real-time queue monitoring, QA workflows, process redesign, and targeted coaching.
- Improved CSAT by 12% at Microsoft through structured Voice of Customer programs and data-driven service improvements.
- Led McAfee Global Technical Operations insourcing from Sutherland across the US, Canada, EMEA, and APAC with zero service disruption.
- Managed the transition and onboarding of 500+ staff for a global Microsoft support organization at Accenture.
- Reduced recurring incidents by 22% through structured root cause analysis and continuous improvement; improved team retention by 18% via career development and recognition programs.

PROFESSIONAL EXPERIENCE

Customer Operations Manager | Microsoft

Mar 2024 - Sep 2025 | Bengaluru

- Served as subject-matter expert in Microsoft Volume Licensing, providing transactional support to field sellers and customers on contracting and order management.
- Managed validation and execution of agreements and post-sales lifecycle transactions, ensuring compliant customer contracts against Global and SOX-approved deal financials.
- Directed billing execution and credit approval management, including Finance exception approvals on high-value credits and associated rebills, to maximize cash flow and collectability.
- Managed monthly and quarterly critical deal pipelines, tracking contract billing status, PO coverage, and credit/payment risk for key stakeholders.
- Served as primary point of contact for escalated operational customer service issues, driving process improvements and reporting KPIs to senior leadership through monthly business reviews.

Support Engineering Manager | Microsoft (via Teamware Solutions)

Oct 2023 - Mar 2024 | Bengaluru

- Built and led a diverse team of Support Engineers and Support Escalation Engineers focused on team performance, technical depth, and customer-obsessed delivery.
- Acted as the voice of the customer to Microsoft Engineering, driving changes that enhanced the end-to-end customer

EXPERIENCE.

- Conducted employee assessments, coaching, feedback discussions, and individual career development planning.
- Managed customer support delivery across daily operations, scheduling, meeting cadences, and resolution of escalated customer feedback.

Customer Service Manager | McAfee Software

Dec 2020 - May 2022 | Team size: 25

- Directed multilingual 24x7 support operations across Western Europe, managing a team of 25 and delivering localized service excellence.
- Reduced escalation rates by 30% through real-time queue monitoring, structured QA workflows, and targeted agent coaching.
- Spearheaded insourcing of Global Technical Operations from Sutherland across the US, Canada, EMEA, and APAC.
- Designed and maintained KPI dashboards tracking SLA compliance, ticket volumes, handle times, and CSAT for proactive performance management.
- Partnered with product teams on feedback loops to address recurring technical issues and reduce ticket deflection rates.

Manager, Customer Success | Reliance Industries (RIL)

Feb 2020 - Nov 2020 | Bengaluru

- Managed a portfolio of 50+ enterprise accounts including Apple, Amazon, Infosys, and Intel, ensuring customers received the guidance and resources needed to succeed.
- Shaped account strategy through structured quarterly business reviews, aligning customer expectations with a value-based proposition.
- Monitored usage trends to uncover expansion opportunities and flag renewal risks, driving greater product adoption; contributed \$1.5M+ in quarterly revenue through cross-selling.

Team Manager, Operations | Accenture

Apr 2018 - Feb 2020 | Team size: 82

- Led an 82-member global support team for Microsoft accounts, achieving 100% SLA compliance through rigorous monitoring, coaching, and process governance.
- Managed end-to-end transition of Microsoft support operations to Accenture, designing the operating model, onboarding 500+ staff, and stabilizing service delivery.
- Traveled to Dalian (China), Bucharest (Romania), and San Jose (Costa Rica) to deliver Microsoft process workshops and enable global delivery center readiness.
- Applied Prosci change management methodology to manage stakeholder communication, resistance, and adoption; reduced recurring incidents by 22% and improved team retention by 18%.

Sr. Support Analyst | Microsoft (via Randstad India) — Premier Services, SMSG

Apr 2014 - Apr 2018

- Served as primary delivery lead and technical account manager for strategic Microsoft Premier accounts, orchestrating end-to-end post-sales support across Microsoft and partner ecosystems.
- Managed CXO and IT-stakeholder relationships for enterprise accounts including Intel, Tesco, Genpact, and Juniper Networks; aligned Customer Success Plans to drive cloud consumption growth.
- Tracked Azure consumption and ARR milestones, identifying adoption gaps and driving usage, retention, and expansion; improved Net Promoter Score through proactive risk and churn management.
- Acted as escalation manager for P2/P3 incidents; featured in a \$2.66M Microsoft success story for Intel and a \$3.4M contract renewal with Tesco UK; led a successful O365 deployment published as an internal case study.

Support Analyst | Accenture | Jun 2012 - Dec 2013

- Handled ITIL-aligned incident management (Active Directory, IPSEC, Microsoft Tools, SAP); served as Escalation Manager for P2/P3 cases; contributed to problem management and continuous service improvement.

Sr. Support Engineer | Infinite Computer Solutions | 2011 - 2012

- Delivered multi-channel technical support for Apple products; achieved 21% conversion rate on product recommendations through consultative selling and deep product expertise.

CERTIFICATIONS

Prosci Change Management Practitioner ■ Microsoft Azure for IT Pros ■ Deploying Web Apps and Python – Microsoft ■ Microsoft Blockchain as a Service ■ Generative AI Fundamentals – Microsoft

EDUCATION

B.Sc. – Biology | Utkal University | 2009

LANGUAGES

English (Professional) ■ Hindi (Native) ■ Odia (Native) ■ Bengali (Conversational)