Giriraj Bhagat (GB)

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Work Experience

Support Services Manager   Ottawa, ON
Adobe   June 2024 – Present

- Retained and expanded a $30M enterprise account by aligning AEP and AJO products to client goals, driving $5M in upsell ARR.
- Partner with technical account managers (TAMs) and customer success managers (CSMs) to deliver premium support to strategic Adobe DX customers, ensuring that support KPIs are met.
- Proactively manage support health, identify trends, and initiate service improvement plans to enhance product adoption and satisfaction.
- Improve health across a $50M+ portfolio by resolving critical issues faster and increasing renewal confidence.

Principal Consultant   Remote
Oracle   January 2022 – May 2024

- Implement Oracle utility cloud (CCS) solutions for multiple clients, resulting in a 30% reduction in billing errors and a 20% increase in customer satisfaction.
- Support business users during user acceptance testing (UAT) and reduce the issue resolution time by 18% through effective communication and collaboration with business users.
- Conducted rate configuration testing and validation, ensuring that rates were correctly configured and applied to customer accounts and achieved a 98% accuracy for rate configurations.

Software Developer   Ottawa, ON
IBM   January 2020 – January 2022

- Developed and managed reports, dashboards, and scorecards for business users using IBM Cognos Analytics, resulting in a 25% increase in productivity and revenue.
- Configured and maintained IBM Cognos Analytics environments, including installation, upgrades, and patches, reducing system downtime and improving system performance.
- Designed and implemented complex data models using IBM Cognos Framework Manager, resulting in a 20% improvement in data accuracy and availability.

Skills

Account Management:	Client Relationship Management, Account Health Monitoring, Strategic Planning, Cross-functional Coordination, Stakeholder Management
Support Operations:	Escalation Management, Incident Management, Root Cause Analysis, Service Improvement Planning, Executive Reporting
Technical & Analytical:	Python, SQL, HTML, CSS, Swift, Data Analysis, Software Development Life Cycle (SDLC), Problem Solving, Decision Making, Analytical Thinking
CRMs:	Salesforce, Microsoft Dynamics, Jira, GitHub, ServiceNow