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Profile

Senior IT Infrastructure Consultant and Account Technology Strategist with over 22 years of experience in pre-sales advisory, stakeholder engagement, and account management for enterprise clients. Proven ability to design and implement complex IT solutions using Microsoft 365, Azure, and Generative AI, while driving digital transformation and cloud strategies. Adept at building strong CXO-level relationships, aligning technical solutions with business objectives, and leading large-scale migrations from competitor platforms to M365. Demonstrated success in pre-sales consulting, delivering innovative solutions, and driving revenue growth through strategic technology roadmaps.

Key Skills and Expertise

- **Leadership & Management:** Proven experience mentoring cross-functional teams and leading technology projects to successful completion.
- **Executive Engagement:** Adept at building and maintaining CXO-level relationships, translating technical insights into business growth strategies.
- **Sales & Evangelism:** Lead generation, technology roadmaps, and trusted advisor role, converting opportunities into sales.
- **Digital Transformation & AI:** Extensive experience in utilizing M365, Azure, and Generative AI technologies to drive innovation and business transformation.
- **Program & Project Management:** Successfully managed enterprise solutions and cloud strategies while fostering cross-functional collaboration.
- **Account Management:** Business optimization, SaaS/IaaS delivery, and CXO-level engagement
- **Competitor Migrations:** Spearheaded transitions from competing platforms to Microsoft 365, enhancing business productivity and scalability.
- **Architecture Planning & Cloud Strategy:** Specialized in architecting business productivity solutions, cloud strategy consultation, migration, and SaaS/IaaS delivery.

Professional Experience

Microsoft Corporation (India) Pvt. Ltd.

Client Technology Lead / Account Technology Strategist (Sept 2022 – Present)

- Spearheaded account management for top IT/ITES clients, fostering strong CXO-level relationships to drive strategic alignment between technology solutions and business goals.
- Led digital transformation initiatives, leveraging M365 and Generative AI technologies to improve productivity, while successfully managing stakeholder expectations and delivering measurable business outcomes.
- Collaborated with pre-sales teams to craft tailored technology roadmaps, driving cloud migration strategies and securing high value deals by transitioning clients from competitor platforms to Microsoft.

Customer Success Manager (Aug 2019 – Aug 2022)

- Managed end-to-end adoption and onboarding of Microsoft workplace solutions for enterprise customers, driving successful cloud migrations and maximizing return on investment for clients.
- Acted as a trusted advisor to stakeholders, providing strategic guidance and aligning technology adoption with business objectives to ensure long-term success and customer satisfaction.
- Led change management initiatives, fostering cross-functional collaboration and delivering tailored solutions that optimized business productivity and accelerated the transition from competitor platforms to Microsoft 365.

Technology Solutions Professional (Apr 2016 – Aug 2019)

- Led technical pre-sales engagements for enterprise clients, showcasing deep expertise in Microsoft 365 and Azure to drive adoption and migration from competitor platforms.

- Developed and executed tailored technology solutions that addressed key industry challenges in IT/ITES, Manufacturing, and Financial Services, positioning Microsoft as a strategic partner in digital transformation.
- Delivered compelling technical demonstrations and workshops that simplified complex cloud solutions, helping clients realize the value of Microsoft technologies while accelerating the sales cycle.
- Collaborated closely with account teams to identify new sales opportunities, contributing to pipeline growth and increased consumption of Microsoft solutions across enterprise clients.

Sr. Partner Technical Consultant (Oct 2013 – Apr 2016)

- Designed and deployed IT infrastructure solutions while managing escalations.
- Led technical teams to successfully deliver on high-impact projects.

Microsoft India (R&D) Pvt. Ltd.

Lead - Partner Consultant [Business Productivity] (May 2010 – Sept 2013)

- Led a team to deliver business productivity solutions for Microsoft Partners.

Partner Consultant / Tech Specialist (Feb 2007 – Apr 2010)

- Provided pre-sales advisory and technical consultancy.

Previous Roles

- **Network Administrator** – SVAM International (2006 – 2007)
- **Senior Engineer** – Oracle Financial Services Software Ltd. (2004 – 2006)
- **Systems Engineer** – Multiple Zones India Pvt. Ltd. (2002 – 2004)

Core Technical Skills

- **Cloud Solutions:** Microsoft 365, Azure, Copilot, OpenAI, PowerApps, Power Automate
- **IT Infrastructure:** Exchange Server, Windows Server, Azure IaaS, Identity & Access Management
- **Migrations:** Migration from competitor platforms to M365, driving productivity and efficiency
- **AI & Digital Transformation:** Generative AI, Copilot Studio, AI-driven cloud strategies for enhanced business outcomes

Education

- **Master of Computer Applications (MCA)** – IGNOU, 2004
- **Bachelor of Commerce (B.Com)** – Delhi University, 1997

Certifications

- Microsoft Certified: Azure AI Fundamentals
- Microsoft Certified: Power Platform Fundamentals
- Microsoft 365 Certified: Teams Administrator Associate
- Prosci® Certified Change Practitioner
- Cisco Certified Network Associate (CCNA)

Awards & Recognition

- Microsoft India Techie Award – Modern Workplace
- One Microsoft Team Award
- 2 Gold Star Awards
- 2 Growth Mindset Awards
- 7 Architects of Excellence (ACE) Awards