

## **FY25 Impact Review – Letisia Pangata'a**

### **Role Overview**

In the capacity of the Customer Success Account Manager role, Letisia Pangata'a has demonstrated a steadfast commitment to advancing customer success through strategic engagement, meticulous planning, and operational excellence. Her contributions have been particularly impactful across high-value accounts such as Weta Digital, where she has led initiatives in renewal strategy, resiliency planning, and stakeholder alignment.

### **Business Impact & Strategic Execution**

#### **Customer Engagement & Renewal Strategy**

Letisia played a critical role in the Unified renewal strategy for Weta Digital, contributing to both single-year and multiyear investment modeling. Her efforts directly supported year-over-year growth of 52% for the single-year option and 19–20% for the multiyear proposal, underscoring her ability to align with customer priorities and design proactive programs.

#### **Resiliency & Risk Management**

Through active involvement in CSDR planning and execution, she supported Azure Proactive Resilience initiatives and Well-Architected Reliability Assessments. Her work was instrumental in identifying and mitigating risks in mission-critical workloads, thereby enhancing platform stability and customer trust.

#### **Operational Excellence**

Letisia consistently utilised tools such as Azure Advisor and Copilot to deliver high-impact recommendations across security, reliability, and cost optimization. Her aptitude for translating technical insights into actionable strategies has significantly improved customer outcomes and internal delivery efficiency.

## **Collaboration & Influence**

### **Cross-Team Coordination**

She has collaborated effectively with key stakeholders including Customer Success Account Manager Management, Senior Customer Success Account Manager, and Senior Consulting Account Executive ANZ to align investment strategies and customer success plans. Her active participation in strategic discussions and approvals reflects her influence and dependability.

### **Community Contribution**

Her engagement in the Asia Proactive Resiliency Bootcamp and peer review initiatives has elevated the quality of reliability recommendations and fostered technical excellence across the CSAM community.

### **Learning & Growth**

Letisia has demonstrated a strong commitment to professional development through active participation in FY25 learning programs such as MCEM updates and Rewards Discussions.

### **Recognition & Performance Alignment**

In alignment with the CSAM Impact Guide FY25 NEW\_CSAM Version, Letisia Pangata'a's contributions meet the criteria for "High Impact." She has consistently delivered results that benefit both customers and the broader team, expanded her influence through collaboration, and exhibited meaningful personal and professional growth. Her approach reflects a commitment to operating beyond functional boundaries and contributing to collective success through strategic execution.

### **Disclaimer**

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