

MEHUL SHAH

Chief Technologist at Microsoft helping business transform digitally - across sales, services and support

Summary

I have 13+ years of Consultative Sales, Services, Support, Business Development and CXO Relationship Management experience.

I am highly focused & forward looking professional and my strength is to identify, build & develop opportunities across the enterprise for Cloud and On-Premise solutions. I have worked on developing sales & services strategy across various industry verticals to help customer succeed in today's digital age.

I have efficiently enabled & fostered business partnerships with the C-Level Executives of large GSIs, ISV's and OEMs and delivered excellent results for clients in 'Sell-To', 'Sell-Through' and 'Sell-With' relationships.

I am a good communicator and have great business acumen with talent for articulating key messages and building relationships with C-Level Executives to improve customer & partner satisfaction.

I have deep understanding of Cloud (PaaS, IaaS, SaaS) and On-Premise fundamentals and developed proficiency in cloud Strategies. I have hands on experience and success in helping customers realize business value on Cloud platforms specially with Microsoft Azure, Platform-as-Service & Office 365 Services.

Experience

Technology Strategist at Microsoft

November 2016 - Present (5 months)

- Overall India ownership of the technology relationship and strategy with Enterprise clients headquartered in the UK, coordinating the execution of this strategy with global geographically dispersed colleagues and clients.
- Providing technology and architectural leadership of the full Microsoft Enterprise portfolio and identifying specific solution opportunities to meet client business and IT requirements.
- Working with the customers and partners to support the clients technology transformation, improve operational efficiency and derive value and ROI from the deployment and active usage of or cloud services purchased.
- Qualification of solution opportunities and engaging the right stakeholders and subject matter experts to help the customer with their Digital Transformation aligned with the industry and Microsoft's own transformation and growth aspirations.

Key Skills : Pre-Sales, Sales, Consultative selling, Business Management, Account and Relationship Management; Generating Demand, Business Development, Improve adoption and consumption of Cloud Services and On-Premise solutions.

Sr. Technical Account Manager at Microsoft

July 2015 - November 2016 (1 year 5 months)

- Managing Services contracts, planning and delivery for large enterprise customers in India
- Leading key internal projects/initiatives to improve operations, value delivery and success with enterprise customers
- Understanding, Locating and outlining to Stakeholders/Clients IT and Business priorities, goals, roadblocks and propose & deliver solutions to meet and exceed business goals
- Driving cloud adoption and consumption and ensuring enhanced customer experience with our cloud services
- Providing valuable guidance around operations and optimization of customers' IT infrastructure through quality Service Delivery Management (Planning and execution)
- Managing dedicated support engineer delivery and consumption
- Acting as a bridge between the customer and the MS product group for feature requests, BUGS, design change requests and product roadmaps
- Managing Critical situations and resource optimization & availability to address such situations
- Maintaining a long-term relationship with customers and gain an understanding of their IT organizations' impact on their overall business, their IT goals, and their pain points - which is then used to create a Service Delivery Plan ensuring customers' operational success with Microsoft products including Service Delivery Planning, Service Delivery Management, Incident Management / Escalations and Proactive Remediation Services.

Partner Technical Consultant Manager at Microsoft

March 2011 - July 2015 (4 years 5 months)

- Provide end to end people management to Lead, Serve and Make the Difference to 15 Partner Technical Consultants (PTC) who works on O365 technologies
- Collaborate and develop deep relationships with stakeholders, partners and field resources across North America by demonstrating deep understanding of area trends and businesses, executive maturity, and E2E business acumen.
- Lead people and organizational change through credible leadership, planful and articulate communication, deep interpersonal awareness, and integrity.
- Recognize area-wide trends to locally maximize product value proposition and apply proven expertise to create new solutions for customer/partner scenarios and to leverage, adapt, and apply centrally-driven innovation platforms.
- Systematically engage with partners and end customers to strengthen their relationship with Microsoft and impacting transactional CPE and RBS

- Help build technical capabilities and enable consultants for future success.
- Drive innovative value based Managed IP solutions to drive market share and productive use of Microsoft's technologies on premise and in the Cloud.
- Lead high performing teams, able to drive excellent results through developing exceptional PTCs
- Drive operational excellence through intentional people and business planning.
- Lead high performing teams, able to drive excellent results through developing exceptional managers and ICs

Team Lead at Sungard Global Services

July 2010 - March 2011 (9 months)

Build Capacity & Capability

- Be a member of certified Interview Panel. Assist HR in recruitment.
- Design and conduct trainings on a timely basis on various process and technical updates.

Enhance Employee Engagement

- Managing attrition for team members by providing them guidance and coaching for their professional development.
- Leading teams ensuring their career development and positive contribution to the company as well as maintaining their records including absenteeism, attrition, etc. for appraisal scheme.
- Organizing team meetings on regular basis to analyze and improve the overall performance; undertaking periodic appraisal of the employees working in the shift.
- Increasing employee engage and employee satisfaction scores

Customer Satisfaction

- Maintain Customer Satisfaction Index rating.
- Take feedback from the Clients and Customers to help improve the product and service.

Be a True Global Infrastructure Service Delivery organization

- Managing Service Level Agreements for the BU in terms of Availability, Service Continuity, Incident and Problem Management.
- Manage the team to meet and exceed the established SLA goals.
- Managing and monitoring Customer Satisfaction statistics for the team and exceeding the given parameters.

Handle, initiate and facilitate Functional and Hierarchical Escalations:

- Managing the open incidents in team and following up with the engineers in order to provide timely resolutions and providing Hierarchical Escalations to business critical incidents for timely resolution and enhanced customer experience.
- Discuss with the customers their expectations, perceptions to improve and manage their satisfaction.

Sr. Team Manager at Convergys India Services

March 2004 - July 2010 (6 years 5 months)

Service Delivery for Microsoft EPS SBS Team:

- Managing a team of 18 with 16 frontline Support Engineers and 2 Technical Leaders.
- Managing Training for the program/process. Working with Team Leads across the program & sites, coordinating with Clients. Training the Trainers on delivery. Managing HW & SW requirements.
- Assisting in recruitment.
- Managing Service Level Agreements for the LOB in terms of Availability, Service Continuity, Incident and Problem Management.
- Manage the team to meet and exceed the established SLA goals.
- Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level/ Establish a better relationship between IT and the Microsoft's Enterprise level professional customer(s) by monitoring the Team Performance on case closure and Customer Satisfaction metrics, thereby identifying improvement areas and implementing adequate measures to maximize customer satisfaction level and Team Performance
- Managing and monitoring Customer Satisfaction statistics for the team and exceeding the given parameters.

Handle, initiate and facilitate Functional and Hierarchical Escalations:

- Customer Case Management and Analysis
- Customer Recoveries

Periodic Review and Service Improvement Program:

- Performance Management and Yearly Reviews.
- Discuss with the Technical Leaders, Microsoft's Technical Support Leaders and the Support Engineers to improve and enhance Team's technical training and knowledge levels.
- Continuously interacting with client, sharing statistics and business requirements for operational efficiency.
- Preparing Reports & other statements with a view to apprise management of the process operations and assist in critical decision-making process

Employee Satisfaction:

- Attrition Management
- Career Development.

Certifications

edX Verified Certificate for Interpreting and Communicating Data Insights in Business

edX

edX Verified Certificate for Analyzing and Visualizing Data with Power BI

edX

Business Analytics with Excel

Simplilearn License 236042 January 2017

MCP

Microsoft

ITIL

EXIN your ICT competence partner

Education

Christ College

Bachelor of Science (B.Sc.), Chemistry, 1998 - 2001

Grade: First Class

St. Marys

Science, 1996 - 1998

Skills & Expertise

Service Delivery

IT Service Management

Windows Server

Cloud Computing

ITIL

Enterprise Software

People Management

Team Management

Information Technology

Incident Management

Technical Support

Project Management

Consulting

Vendor Management

Employee Engagement

Business Development

Management

IT Service Delivery

Customer Relations

Service Delivery Management

Business Process Improvement

Customer Relationship Management (CRM)

Business Process Design

Stakeholder Engagement

Customer Engagement

IT Strategy

Pre-sales

Microsoft Technologies

Business Strategy
Requirements Analysis
Strategy

Languages

English (Native or bilingual proficiency)

Honors and Awards

Great People Great Performance - Services Award

Microsoft Corp

January 2014

Awarded globally recognized GPGP award for outstanding achievement in market share track.

ACE (Architect of Excellence) Best Manager

Microsoft India R&D Pvt Ltd

June 2014

Awarded best manager (Top 7%) across India GTSC.

ACE (Architect of Excellence) Best Team

Microsoft India R&D Pvt Ltd

January 2012

Awarded for leading the best team (Top 4%) across India GTSC

Best Performer (Manager and IC)

Convergys India Services

April 2009

Multiple Start performer (Monthly and Quarterly) award winner as an engineer and manager.

Courses

Technology Strategist

Microsoft

Challenging Customers Through Business Model

Innovation by INSEAD

MEHUL SHAH

Chief Technologist at Microsoft helping business transform digitally - across sales, services and support



3 people have recommended MEHUL

"Mehul is so far the best & successful Technology Strategist I met at Microsoft, who keep abreast with latest technologies. With excellent consulting knowledge & customer relationship, very quickly he understands the nuances of technology requirement of stake-holders who is dispersed geographically. Right from pre-sales till driving consumption, he interacts with all the internal teams and deliver excellent results to the customer/partner. Many employees at Microsoft look up to him for guidance, and in spite of busy schedule, he spends time for scaling up other people, which makes him a great mentor. Apart from technology, his knowledge about business & industry is awesome. This is one of the main reason many would like to have mentorship from him. A very friendly person who shows genuine interest in other's issues and gives the best possible solution. Wishing you all the very best & wish to see you as a CTO soon !!!"

— **Evangeline Daniel**, *Sr. Technical Delivery Manager, Microsoft*, worked with MEHUL at Microsoft

"Mehul is extremely dedicated and customer focused and tries his best to deliver to customer's expectation. "

— **Ramakrishnan Sudarshanam**, *Divisional Vice President - IT, United Breweries Ltd*, was MEHUL's client

"I know Mehul since the first day of my professional life as a peer, friend and mentor. I was a fresher out of the college and it was great to have a person like Mehul around me - exemplary work ethics, sharpest of the aptitudes, winning attitude and a true leader in making. Obviously he was initially not a "leader" by designation but it was very easy to make out that he was a leader in making, a leader for the tough times - a leader who would lead with examples. It has been 11 years since I know him and have closely followed his professional journey. One word that comes to my mind when I think of him is " Discipline"..Mehul is an independent mind with creative thoughts and a keen ability to identify opportunities and achieve them. Never hesitant to take the leap of faith - the faith backed up by his skills and strong attitude. Saying he is an asset for an organization would be an understatement - he is a priced possession. Mehul - All the best for your never ending journey to excellence and perfection. "

— **Shoumik Kumar**, *Sr. Technical Support Lead, Convergys*, worked directly with MEHUL at Convergys India Services

[Contact MEHUL on LinkedIn](#)