

# Venkatesh BV

Customer and Partner Experience Manager – APJ Region at Microsoft Corporation India Pvt. Ltd.

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## Experience

### **Customer and Partner Experience Manager – APJ Region at Microsoft Corporation India Pvt. Ltd.**

October 2016 - Present (6 months)

Accountable to drive Customer and Partner Experience (CPE) culture in APJ region.

Accountable to drive local CPE strategy, planning, and Rhythm of the Business (RoB) in partnership with local Subsidiary/Area leadership throughout the year ensuring CPE is a key focus area in day to day business management.

Identify and drive awareness and resolution of key issues, risks and growth drivers throughout local and Corporate RoB channels and planning. Drive continuous improvements based on customer and partner feedback.

Identify and orchestrate projects that will improve Customer and Partner Experience and Customer Obsession Culture. Actively participate in the CPE Community.

Program Managing the Sentiment analysis and Customer insights projects

### **Customer and Partner Experience Manager – APJ Region at Microsoft Corporation India Pvt. Ltd.**

August 2005 - Present (11 years 8 months)

Accountable to drive Customer and Partner Experience (CPE) culture in APJ region.

Accountable to drive local CPE strategy, planning, and Rhythm of the Business (RoB) in partnership with local Subsidiary/Area leadership throughout the year ensuring CPE is a key focus area in day to day business management.

Identify and drive awareness and resolution of key issues, risks and growth drivers throughout local and Corporate RoB channels and planning. Drive continuous improvements based on customer and partner feedback.

Identify and orchestrate projects that will improve Customer and Partner Experience and Customer Obsession Culture. Actively participate in the CPE Community.

Program Managing the Sentiment analysis and Customer insights projects

### **Senior Engagement Manager at Microsoft Corporation India Pvt. Ltd.**

October 2015 - September 2016 (1 year)

Accountable for managing Services Relationship with CIO and Go to market (GTM) organizations in key accounts and drive new business opportunities.

Accountable for successful completion of projects and customer satisfaction.

Manages engagement risk and delivery quality.

Tracks the performance of the engagement, the quality of project deliverables and reports on the effectiveness of the engagement against the baseline plan.

Accountable for collaborating with the Product Sales team in driving new product adaption, cloud consumption and services opportunities

Accountable for driving end to end Pre-sales engagement.

Participate in the Account team planning to understand the product roadmap and the overall customer objectives and provide insights from services perspective.

Align the Services plan with Accounts team plan/Customer objectives

Manage Partner relationship and engage them in the right places to ensure we fill in the skill set gap and drive high profitability.

### **Support Practice Manager at Microsoft**

July 2012 - September 2015 (3 years 3 months)

Accountable towards contributing to practice profitability through a range of performance indicators on processes and resources.

Accountable for business growth and work group satisfaction.

Manage the team of Service Delivery Managers.

Promote and govern planning, process adherence and drive readiness.

Review and drive the highest standards in service delivery. Achieve delivery margin targets.

Cultivate key customer relationships. Foster growth and new business.

Coach, develop and participate in annual performance reviews

Communicate vision, direction, & workgroup commitments

Support, coach and enable team to drive support delivery excellence through customer satisfaction activities and behaviors.

Resolve customer related escalations.

Participate In regional account planning sessions and align regional support plan to drive product adaption and business.

### **Technical Account Manager at Microsoft**

August 2005 - June 2012 (6 years 11 months)

Creates a trusted advisor relationship with key stakeholders within the customer organization, including the IT Directors, CTO, CIO and LOB leaders as well as technology professionals.

Demonstrates a deep understanding of the market forces affecting our customers and offers insight into new ways Microsoft can provide greater value.

Change agent by articulating the case for change and helping the customer realize the improved business impact of appropriate use of Microsoft Support services.

Responsible for sustainable growth through routinely partnering with Services Sales and other Services personnel to strategize on ways to create new opportunities within the accounts they service.

Responsible for the profitability of our services through portfolio management including contract consumption, contribution margin, operational expense management, and revenue growth, all in a manner consistent with Microsoft's legal, fiscal and personnel policies.

Proficient in understanding the entire support services portfolio and can articulate the value of these services to our customers.

Partner with our customers to ascertain their IT priorities in order to set a long-term strategy for service delivery that aligns to their business objectives.

Responsible for excellent delivery of services across entire support lifecycle, including Service Delivery Planning, Service Delivery Management, Incident Management / Escalations and Proactive Remediation Services.

Managed accounts like GE, Shell, Infosys, ITC infotech and Virtusa. Consistently exceeded the core commitments and took additional responsibility of driving pre-sales in the region.

### **Consultant/Project Manager at Infosys Technologies Ltd**

January 2004 - July 2005 (1 year 7 months)

Barclay Desktop Deployment                      June 2004 – December 2004 Onsite

Deployment Manager

Accountable for managing a team of skilled professionals

Handle customer escalations

Project management and collaboration with customer project Management team

Responsible for UAT and successful deployment of desktops to the traders for one of the biggest Banks in UK.

Accountable for customer satisfaction.

Resource management and timely deployment

Solution Development and Pre-sales                      January 2004 to June 2004 & January 2005 to July 2005

Led team of professionals in developing migration plan for messaging and toolsets.

Accountable for RFP/RFC responses on various product and solution deployments like Packaging, desktop migration, Exchange migration, Active Directory Migration and Server migrations

Collaborating with onsite Sales team, presenting proposals and optimizing the cost.

### **Project Lead at Hewlett-Packard**

December 1999 - January 2004 (4 years 2 months)

Project Lead –Agere Systems    January 2003- January 2004

Accountable for leading a team of support professionals in delivering 24x7 support services to Agere Systems

Escalation management, weekly rhythm with customers and reporting

Successful migration of Exchange 2000 to Exchange 2003

Successful transition of support from US to India

Responsible for high availability of Windows and Exchange Infrastructure

Support Engineer (GE Global Messaging)    Jan 2000 – December 2002

Transitioning 12hrs supporting of Global Messaging and AD environment

Ongoing managed services support and troubleshooting complex issues  
Successful management of changes and configurations  
Guidance of improving the performance and the availability of the Global messaging services

### **Customer Support Engineer at Glenayre Electronics Inc**

March 1997 - December 1999 (2 years 10 months)

Accountable for deployment of Paging equipment's for Paging services for key customers in Karnataka.  
Accountable for 24x7 support of paging systems to all the major players in Karnataka  
Responsible for pre-sales of Nortel EPABX and Microwave systems

### **Telecom Engineer at Hindustan Electro Technology**

November 1995 - March 1997 (1 year 5 months)

Accountable for production of rural wireless telecom systems  
Accountable for deployment of these telecom systems in rural areas  
Accountable for interaction of DOT and offering the systems for UAT  
Led the team of Engineers to setup Production Unit from scratch.

### **Telecom Engineer at Advanced Tele Systems**

December 1994 - November 1995 (1 year)

Accountable for production of rural wireless telecom systems  
Accountable for the implementation of Mobile Technology Infrastructure for Airtel  
Led a team to Implement the Mobile Technology Infrastructure

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## **Skills & Expertise**

**Pre-sales**

**IT Strategy**

**Service Delivery**

**ITIL**

**Global Delivery**

**Microsoft Technologies**

**Vendor Management**

**Program Management**

**Requirements Analysis**

**Transition Management**

**People Management**

**Relationship Management**

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## **Education**

**Visvesvaraya Technological University**

B E, Electronics, 1989 - 1993

**National College**

## Languages

**English**

**Hindi**

**Kannada**

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# Venkatesh BV

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[Contact Venkatesh on LinkedIn](#)