

SAGAR SRIVASTAVA

Product Manager | Cloud & AI | Customer-Led, Data-Driven Delivery

Bangalore, India | sagarsrivastava1907@gmail.com | linkedin.com/in/sagar-srivastava-970b72177

PROFESSIONAL SUMMARY

Customer-obsessed product and program leader with 13+ years turning customer needs into shipped outcomes across cloud and AI. Delivered 40+ customer solutions — including RAG, AI-agent, and chatbot scenarios — each influencing ~5% ARR uplift, while driving NPS improvement through tight feedback loops with engineering. Combines deep customer insight, reliability data, and executive storytelling to prioritize what matters and measure real impact.

CORE COMPETENCIES

Product: Customer Discovery & Insight • Roadmapping & Prioritization • Outcome/OKR Definition • GTM Alignment

Data & Metrics: NPS • Adoption & Retention • ARR Impact • Reliability KPIs (TTN/TTP) • Experimentation

Cloud & AI: Azure • Generative AI (RAG, AI Agents, Chatbots) • Migration & Modernization

Execution: Cross-Functional Leadership • Stakeholder Management • Delivery Governance • Storytelling

PROFESSIONAL EXPERIENCE

Program Manager II — Growth & Innovation (FastTrack for Azure / CXP Managed)

Microsoft, Bangalore, India

Dec 2023 – Jun 2025

Led a portfolio of strategic Azure adoption and modernization programs for ISVs, startups, digital natives, and enterprises across APAC (with EMEA and North America coverage) under the FastTrack and CXP Managed programs.

- Delivered 40+ concurrent customer programs, each influencing ~5% ARR uplift, by driving Azure adoption through migration, app modernization, and net-new solution scenarios.
- Drove measurable Net Promoter Score (NPS) improvement across engagements by aligning delivery to customer outcomes and closing feedback loops with engineering and product teams.
- Delivered AI adoption scenarios — including chatbot platforms, Retrieval-Augmented Generation (RAG), and AI-agent solutions — accelerating customer time-to-value on Azure.
- Owned end-to-end execution from qualification and scoping through delivery and closure, managing timelines, dependencies, RAID governance, scope, and stakeholder alignment.
- Led a cross-functional team of engineers, solution architects, and technical specialists, and defined delivery-governance models, operating rhythms, and success metrics adopted across the org.

Service Engineer II — Customer Reliability Engineering (Azure Communications)

Microsoft, Bangalore, India

Jul 2025 – Present

Drive global incident communications and reliability outcomes for the Azure Communications team, serving 400K+ customer organizations across all Azure clouds via the Azure Status Page, Service Health Dashboard, targeted comms, and social media.

- Cut Time-to-Notify (TTN) by 50% — from 60 to 30 minutes across all Azure incidents (all severities), and to 15 minutes for high-impact incidents (a 75% reduction) — materially improving customer trust and transparency during service-impacting events.
- Lead the Azure Post-Incident Review (PIR) program; reduced average Time-to-Publish (TTP) from ~25 to 11 days (56% faster) against a 14-day SLA, and drive high-impact PIRs to publish within 7 days.
- Own end-to-end, multi-channel communications strategy for high-impact incidents, planned maintenance, crisis scenarios, and security events across customer and executive audiences.
- Govern incident-communication playbooks, escalation frameworks, and operational-readiness processes that improve message quality, consistency, and response effectiveness at global scale.
- Translate complex engineering investigations and mitigations into clear customer-facing narratives, and manage public sentiment and social (X) response operations during major incidents.

Partner Technical Advisor — Azure Support Operations (Subscription & Billing)

Microsoft, Bangalore, India

Jun 2020 – Dec 2023

Owned end-to-end service delivery and operational governance for two global delivery partners — Mindtree (Hyderabad & Bangalore, India) and Tek Experts (Bulgaria & Nigeria, EMEA) — supporting Azure customers worldwide.

- Raised partner CSAT from 4.1 to 4.7 (out of 5.0) through KPI governance, readiness programs, and structured root-cause analysis.
- Reduced aged case backlog by 60% within the first 8 months by re-engineering triage and prioritization mechanisms.
- Improved 0–7 day case closure from 30% to 70% within 12 months, directly lifting customer satisfaction and reducing escalations.
- Led executive escalations and cross-functional resolution for business-critical scenarios, ensuring timely recovery and stakeholder alignment.
- Owned the Rhythm of Business (ROB) — weekly/monthly business reviews, operational reporting, and performance deep dives — across partner-supported operations.

Support Engineer — Azure Subscription & Billing

Microsoft, Bangalore, India

Aug 2016 – May 2020

- Delivered Tier 2/Tier 3 technical support for enterprise and premier Azure customers, resolving complex subscription and billing scenarios with a consistently high first-contact resolution rate.
- Served as Escalation Engineer for high-severity, customer-impacting incidents, coordinating cross-functional teams to accelerate resolution and restore customer confidence.
- Contributed to Critical Problem Resolution (CPR) initiatives through root-cause analysis and preventive actions, reducing repeat incidents and improving service quality.

Support Engineer — Microsoft Azure

Spectrum Consultants, Bangalore, India

Jan 2015 – Aug 2016

- Delivered Tier 1 support for Azure Subscription and Billing across global channels, resolving high volumes of customer issues while meeting SLA and quality targets.
- Managed customer communications, escalations, and service-restoration activities in a high-volume operational environment.

Customer Support Executive — Expedia (Travel)

[24]7.ai, Bangalore, India

Jan 2013 – Aug 2014

- Supported global travel customers across bookings, cancellations, refunds, and disruption scenarios, consistently meeting CSAT and quality expectations.
- Built early strengths in customer experience, communication, crisis handling, and issue resolution.

EDUCATION

Bachelor of Engineering (Computer Science) — Visvesvaraya Technological University, Karnataka

CERTIFICATIONS

Microsoft Certified: Azure Fundamentals (AZ-900) • Azure AI Fundamentals (AI-900) • Security, Compliance & Identity Fundamentals (SC-900)

ITIL Foundation • Kepner-Tregoe Certified Practitioner

AWARDS & RECOGNITION

Microsoft ACE Award Winner — FY2019 H1 and FY2021 H2 • Recognized contributor to global onboarding and operational-excellence initiatives