

PANKHURI VERMA

GLOBAL CUSTOMER SUPPORT & OPERATIONS LEADER

SaaS | Cloud | AI/ML Platforms

20 years helping organizations scale technology platforms, build customer trust, and deliver business outcomes.

"I help organizations build trust between customers, technology teams, and business leaders to deliver successful outcomes."

MY LEADERSHIP DNA

The Technical Business Translator

Throughout my career, I have often been the person called when communication has broken down, customer trust is at risk, or teams are struggling to align around a solution.

I am known for building trust, simplifying complexity, and bringing people together to solve difficult problems.

My experience spans:

- Enterprise Infrastructure
- Cloud & SaaS Platforms
- AI & Machine Learning Platforms
- Global Customer Operations
- Healthcare & Financial Services

Many technical challenges are ultimately people challenges. My strength lies in helping customers, engineers, and business leaders find common ground and move forward together.

What Differentiates Me

- ✓ Build trust where communication has broken down
- ✓ Translate technical complexity into business language
- ✓ Build trust during critical customer situations
- ✓ Develop autonomous, high-performing teams
- ✓ Improve operational maturity and scalability
- ✓ Align customer, engineering, and business priorities

My Reputation

Known by colleagues and customers as a "Customer Whisperer," I have often been the person called when communication has broken down, customer trust is at risk, or teams are struggling to align around a solution.

I am known for building trust, simplifying complexity, and bringing people together to solve difficult problems.

Many technical challenges are ultimately people challenges, and I have built my career helping customers, engineers, and business leaders find common ground and move forward together.

MY LEADERSHIP PHILOSOPHY

Technology Exists to Enable Outcomes

Technology is a means to an end. Success comes from aligning technology, people, and processes to deliver meaningful business results.

Happy Teams Build Successful Businesses

People perform at their best when they feel trusted, supported, and empowered. Happy teams create better customer experiences and stronger outcomes.

Customers Buy Confidence

Customers remember how you respond when things go wrong. Transparency, ownership, and trust often matter more than the problem itself.

Be Resolution Oriented

Focus on solving problems, not assigning blame. Every challenge is an opportunity to learn, improve, and prevent future issues.

Build Systems, Not Heroes

Great organizations scale through strong processes, shared knowledge, and clear ownership—not individual heroics.

Leadership Is Multiplication

The best leaders develop people who can succeed independently. Leadership is measured by the capability and confidence you create in others.

Business Problems I Solve

Startup Challenges

Symptoms	How I Help	Outcomes
• Founder-led escalations • No support structure • Customer churn • Reactive firefighting	• Build scalable operating models • Establish customer success motion • Create KPI Framework	• Reduced founder dependency • Improved customer retention • Scalable growth • Operational visibility

	• Develop teams and processes that scale	
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Enterprise Challenges

Symptoms	How I Help	Outcomes
• Escalation overload • Siloed teams • Slow decision making • Poor customer experience	• Improve service maturity • Align cross-functional teams • Strengthen executive reporting • Optimize support operations	• Improved efficiency • Increased customer trust • Better operational performance • Stronger business alignment

SIGNATURE CASE STUDIES

Building Global Support Excellence

Challenge

Fragmented support operations and inconsistent customer experience.

Actions

- Built a global operating model
- Standardized escalation management
- Introduced knowledge-first practices
- Implemented service governance

Results

- 23% faster response times
- 25% improvement in resolution performance
- Improved customer satisfaction

Restoring Customer Confidence

Challenge

Critical customer relationship at risk due to recurring technical issues.

Actions

- Established executive communication cadence
- Partnered closely with engineering
- Clarified business impact and expectations

Results

- Customer retained
- Improved trust
- Accelerated issue resolution

Building Self-Sufficient Teams

Challenge

Managers becoming operational bottlenecks.

Actions

- Introduced coaching frameworks
- Improved knowledge sharing
- Increased team ownership

Results

- Increased team autonomy
- Reduced management dependency
- Improved morale and retention

MY APPROACH TO AI

I view AI as an operational accelerator, not a replacement for people.

The greatest opportunities are in reducing repetitive work, improving decision-making, and helping teams spend more time solving customer problems.

High-Value AI Use Cases

- Knowledge discovery
- Case summarization
- Trend detection
- Customer sentiment analysis
- Capacity forecasting
- Operational reporting

Goal: Increase human effectiveness while preserving customer trust and human judgment.

Practical AI Adoption

I believe leaders should actively experiment with the technologies shaping their industries.

As a personal project, I designed and built an AI-powered job discovery and evaluation workflow using n8n, LinkedIn, OpenAI, and Google Sheets.

The solution automatically:

- Identifies relevant leadership opportunities
- Evaluates role fit against predefined criteria
- Filters low-value opportunities
- Scores positions based on experience, skills, salary, and strategic alignment
- Produces prioritized recommendations for review

This project reinforced my belief that AI is most effective when combined with clear business rules, human judgment, and well-designed operational processes.

What Others Say About Me

Trusted Leader

"Pankhuri creates an environment where people feel fully supported while being challenged to grow. Her teams consistently perform at a high level because she combines empathy, accountability, and a genuine commitment to their success."

— Themes from recommendations by direct reports and colleagues

Customer Advocate

"She has a unique ability to understand both the customer and the business perspective. During difficult situations, she builds trust quickly, uncovers critical information, and helps all parties align around a solution."

— Themes from customer-facing peers, managers, and stakeholders

Technical & Business Translator

"Pankhuri combines strong technical expertise with the ability to explain complex issues in business terms. She is a trusted partner to customers, Product, Engineering, and leadership teams alike."

— Themes from managers and cross-functional partners

Operational Leader

"She takes ownership, drives issues to resolution, and consistently looks for ways to improve the environment around her. Her focus on operational excellence has delivered measurable improvements in team performance and customer outcomes."

— Themes from managers and project stakeholders

People Developer

"Pankhuri doesn't just manage people—she develops them. She empowers teams to become self-sufficient, encourages independent thinking, and creates an environment where people can thrive."

— Themes from direct reports and colleagues

WHY HIRE ME

Organizations hire me when they need someone who can:

- ✓ Rebuild customer confidence during critical situations
- ✓ Scale customer operations and support organizations
- ✓ Develop autonomous, high-performing teams
- ✓ Bridge business and technology conversations
- ✓ Drive operational excellence and transformation
- ✓ Improve customer retention and satisfaction
- ✓ Lead global teams across regions and cultures
- ✓ Deliver measurable business outcomes

BEYOND WORK

Professional Singer, Teacher & Community Builder

Outside of technology, I teach Hindustani classical music, perform as a singer, and lead community events.

Music has reinforced many of the leadership principles I value most:

- Listening
- Adaptability
- Collaboration
- Discipline
- Continuous improvement

MY COMMITMENT

For twenty years, I have helped organizations turn complex technology into successful customer outcomes.

My focus remains simple:

Build Trust. Empower People. Deliver Results.