

PANKHURI VERMA

HEAD OF CUSTOMER SUPPORT & OPERATIONS | ENTERPRISE SaaS | AI/ML | CLOUD
INFRASTRUCTURE | FinTech | PHARMA

+44 7555 074333 • PANKHURIK@GMAIL.COM • [LINKEDIN.COM/IN/PANKHURI/](https://www.linkedin.com/in/PANKHURI/) • READING, UNITED KINGDOM

Head of Customer Support & Operations with 20+ years of experience building and scaling global support, technical operations, and customer success teams across Enterprise SaaS, AI/ML, Cloud, FinTech, and Pharma.

Reduced time-to-solution by 70%, improved MTTR by 56%, and protected \$2M+ ARR by leading AI-driven support transformation, operational excellence, and enterprise customer engagement.

Passionate about transforming customer support into a strategic growth function that improves customer retention, operational efficiency, and long-term business success.

AREAS OF FOCUS

Global Support Leadership: Built and scaled Tier 1–3 support across EMEA & APAC | **Enterprise Customer Success:** Protected \$2M+ ARR through a strategic Enterprise Support programme | **Incident & Service Reliability:** Reduced time-to-solution by 70% and improved MTTR by 56% | **AI-Powered Operations:** Saved 2,400+ hours annually using LLM-driven automation | **Cross-Functional Leadership:** Aligned Product, Engineering, QA and Customer Success around customer outcomes

PROFESSIONAL EXPERIENCE

DOMINO DATA LAB

EMEA Senior Technical Support Manager

November 2022 – April 2026

Promoted to lead EMEA and APAC support operations for an AI/ML SaaS platform serving Fortune 500 pharmaceutical and financial services clients, while contributing to global support strategy and operating standards.

- Led a distributed Tier 1–3 support organisation of 10 engineers across EMEA and APAC, delivering 24/7 follow-the-sun coverage, SLA adherence, resolution quality, and consistent enterprise customer experience.
- Owned hiring, onboarding, vendor management, workforce planning, and performance management while strengthening team accountability, leadership capability, and customer experience standards.
- Reduced MTTR by 56% and improved response times by 23% through structured incident response, escalation protocols, queue management, and operational standardisation.
- Designed and launched a dedicated Enterprise Support programme for strategic accounts, partnering with executive stakeholders across Fortune 500 customers to align support strategy with business outcomes. Reduced time-to-solution by 70%, helped secure renewal of a Fortune 500 customer representing \$2M+ ARR, and contributed to multiple quarters of 100% CSAT.
- Implemented AI-powered LLM workflows for case summarisation and log/bundle analysis, saving 2,400+ hours annually and accelerating root-cause diagnostics in partnership with Engineering and SRE.
- Partnered with Product, Engineering, QA, SRE, and Customer Success to translate customer issues into release-readiness improvements, service reliability actions, and scalable operational strategies.
- Standardised global knowledge management, support documentation, and QA practices to improve consistency, scalability, and service efficiency across regions.

EMEA Technical Support Manager

July 2020 – November 2022

Scaled remote-first support operations during COVID-19, establishing repeatable support processes and operating rhythms while leading a distributed technical team across the UK and Europe.

- Maintained zero voluntary attrition over 18 months during a crisis through empathy-driven leadership.
- Achieved team engagement scores of 4.5/5 through innovative programs and a trust-based culture.
- Reduced technical onboarding from 6 months to 3 months through structured mentorship programs.

Technical Support Consultant

December 2018 – July 2020

Promoted to Team Lead to concurrently deliver customer-first leadership, systematic problem-solving, and trusted technical support for AWS-hosted and on-premise data science platform deployments.

- Streamlined resolution time and knowledge sharing by establishing an internal documentation hub as well as operational automation workflows that improved team efficiency.
- Provided architectural guidance for enterprise customer implementations.

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SAS

Senior Premium Support Consultant

April 2011 – November 2018

Delivered white-glove technical support and architectural consulting for enterprise SAS platform deployments serving Fortune 500 customers across life sciences, financial services, and manufacturing sectors.

- Supported complex data warehousing, ETL, enterprise integrations, and advanced analytics deployments across large-scale on-prem and hybrid enterprise environments.
- Designed disaster recovery and high-availability solutions for mission-critical analytics workloads.

BLUE CROSS BLUE SHIELD ASSOCIATION

Production Support Analyst I & II

January 2008 – June 2011

Provided dedicated technical support for high-profile enterprise projects, ensuring stability and performance across mission-critical production environments supporting 39 operational plans.

- Strengthened team-wide technical capability by mentoring junior and senior team members and proactively communicating risks and production issues in project forums.
- Led the administration of SAS (Enterprise Guide & Management Console) with full ownership of installation, configuration, metadata setup, upgrades, and optimization for maximum product utilization.
- Supported and optimized daily project operations across AIX, Tivoli, and DataStage, proactively monitoring and improving live production performance.
- Earned repeated recognition for effective troubleshooting, rapid issue resolution, as well as diagnosing and resolving high-priority SAS and operational incidents.

TECHNICAL SKILLS

Cloud & Infrastructure: AWS, Kubernetes, Docker, Linux, Distributed Systems, Hybrid Cloud Architecture, NVIDIA GPU-based AI/ML Platform Operations

AI & Automation: LLM (ChatGPT, Claude), Knowledge Retrieval (RAG), Agent Assist Tools, Workflow Automation, n8n

Enterprise Support Platforms: Salesforce, Zendesk, ServiceNow, Jira, Confluence, Gitlab, Coveo

Analytics & Monitoring: Tableau, Grafana, Log Analysis, System Observability

Enterprise Technical Concepts: SSO (SAML, OAuth), API Authentication, Domain Management, Identity Provider Configuration, Security Workflows

Development: SQL, PL/SQL, Shell Scripting, API Integration, GitLab Workflow Collaboration

EDUCATION

Oxford Women's Leadership Development Programme - University of Oxford (CPD)

Master of Science: E-Commerce – *DePaul University*

Bachelor of Computer Applications – *Birla Institute of Technology (BIT)*

SPECIALISED TRAINING

Oracle9i PL/SQL Developer Certified Associate | SAS Platform Architecture & Design Specialist

AWARDS

SAS Extra Mile Award for technical excellence and customer advocacy

ADVISORY ROLES

Kala The Arts: Advisor & Project Manager

COMMUNITY INVOLVEMENT

Professional Singer, Hindustani Classical Vocalist & Music Teacher (5+ years)

Community Leader supporting wellbeing and inclusion through music