SAMAR KESHARI TRIPATHY

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SUMMARY

I am a strategic and customer-centric support Leader with 14+ years building automation-driven, outcome-focused and predictive support operations. I helped building high performing teams of 12–40+ across SaaS, IaaS and Systems platforms to scale efficiency and optimize consistency. In the last 3 years I helped team in **reducing escalations by 35%**, **improve mean time to resolution(MTTR) by 20%** and **increase customer satisfaction(CSAT) from 4.6 to 4.8**.

"I've worked with Samar from my beginning of my stint with my Oracle CPQ assignment. Samar has been a genuine collaborator not just on reactive remediation of customer escalations but also on various proactive initiatives like SR reduction, engineer upskilling and overall enhancement of customer satisfaction. A genuine practitioner of customer first mindset, Samar possesses strong leadership skills and product knowledge to drive the product forward: from customer adoption to customer escalation addressal. A great counterpart to have at customer support leadership." ~ **Narayanan Kaplingat, Software Development Director, Oracle, Bangalore, India**

SKILLS

Global Support Operations Leadership & Coaching • Customer Support Strategy & Scaling • Escalation & Incident Management • Customer Experience & Retention Analytics • Process Optimization & SLA Governance • Predictive Support Models • Executive Stakeholder & Cross-Functional Collaboration

EXPERIENCE

Oracle India Pvt. Ltd   **Bangalore, India**
Senior Manager - Customer Support   **Dec 2021 – Oct 2025**

- Built global **CPQ, Subscription and Enterprise Contract Cloud SaaS support**(12 direct reports; 3 leads) by scaling from 2 engineers' team
- Achieved introducing Automation-driven predictive incident management dashboard **reducing Escalations by 35% and MTTR by 20%.**
- **Increased CSAT from 4.6 to 4.8** through proactive root cause analytics, backlog governance and communication excellence.
- Launched service health metrics to renewal dashboards used by Customer Success by improving renewal revenue and product trust.
- **Reduced backlog from 30% to 20%** by tighter alignment with cross-functional stakeholders.

Senior Manager - Customer Support   **Sep 2019 – Dec 2021**

- Succeeded with **OCI Network cloud support** transformation integrating automation to achieve 98% SLA compliance.
- Implemented proactive service models using monitoring tools to predict outages and optimize resource allocation.
- Reduced incident response time by 30% by automating responses in incidents.

Senior Manager - Customer Support   **Nov 2014 – Sep 2019**

- Owned global support for **Systems platform**(Org size: 42, 10 direct reports; 3 managers) by expanding 24x7 operations
- Grew emerging and result-driven leaders to build customer-first support culture aligned to Organization's commercial goals.
- Consolidated x86 and SPARC support teams under unified operations model, improving service efficiency by 22%.
- Reduced ASR 'no-heartbeat' incidents from 9% to 4% through automation and process re-engineering.

Manager - Customer Support   **Sep 2011 – Nov 2014**

- Surged the **SPARC and Solaris systems team operations** during Oracle acquisition, maintaining high motivation, morale, achieving seamless transition and 100% continuity.
- Implemented process optimization strategies, enhancing service efficiency. Expanded team capabilities through hands-on practice and learning, resulting self-sustenance, driving escalations to below 5% with enhanced service delivery goals.

I have also worked at Tata Consultancy Services (TCS), Hewlett Packard (HP) and Sun Microsystems in support and team lead roles from 1996 to 2011

EDUCATION

- Executive Program for Young Professionals – IIM Calcutta | 2008–2009
- Bachelor of Engineering (Electronics & Telecommunication) – VSSUT, Sambalpur University | 1992–1996

CERTIFICATIONS

- Oracle Cloud Infrastructure 2024 Generative AI Professional
- Oracle Cloud Infrastructure Foundations 2020 Certified Associate
- Certified Support Manager (CSM)
- ITIL V3 – IT Service Management Best Practices

ADDITIONAL INFORMATION

- Recognized with multiple Oracle Pacesetter Awards for transformation leadership and customer advocacy.
- Delivered multi-region service transitions with zero downtime and improved business continuity readiness.
- Developed internal SME program reducing engineering dependency by 40%.