

RAYMOND OTERO

rayotero323@gmail.com   |   609.792.4770   |   Ambler, PA 19002

Summary

Technology Executive | Cloud Transformation | Microsoft Azure, AWS, & Success/CX Strategy Leader Strategic technology executive with 27+ years leading customer success (CS), cloud transformation, and digital innovation across Fortune 500/1000 customers in multiple verticals. Proven impact in accelerating Azure and multi-cloud adoption, developing secure engagement models, and driving measurable business outcomes. Deep expertise in Microsoft cloud platforms, AI-driven experience design, and executive governance. I am known for building trusted C-level partnerships, delivering secure and compliant cloud solutions, and spearheading global CX and analytics programs. Recognized at Microsoft and AWS for leading high-impact initiatives that align customer vision with cutting-edge technology to fuel strategic growth.

Skills

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| * Executive Customer Success Strategy * Cloud Transformation & Adoption (Azure, AWS) * Enterprise Account Growth & Retention * C-Level Engagement & Governance Models * Digital & Data-Driven Experience Design * Customer Health Scoring & Churn Reduction * Joint Strategic Planning & Operating Models | * Advanced Analytics & VOC Programs * Cross-Functional Team Leadership * Partner & Channel Ecosystem Development * Cloud-Based Solution Selling * SaaS Lifecycle Optimization * Customer Journey Mapping * Global Program Execution * Thought Leadership & Public Speaking |

Experience

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| Microsoft Corporation | Philadelphia, PA  Director, Global Customer Experience - Strategic Programs  *05/2024 - Current* | * Led CX programs using VOC and journey mapping, boosting retention by 15%. * Used OCSAT/NPS insights to enhance experiences, raising satisfaction by 10% in 6 months. * Drove global CX strategies with AI sentiment tools, lifting satisfaction metrics by 20%. * Streamlined support workflows via agile CX programs, cutting resolution time by 50%. * Managed global ops and strategy teams, delivering 100% of CS initiatives on time. * Launched predictive analytics pilots, increasing global engagement by 30%. * Built a customer health score model, reducing churn by 18% through proactive retention. |

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| Microsoft Corporation | Philadelphia, PA  Senior Principal, Customer Success Director  *10/2021 - 05/2024* | * Managed $200M+ Fortune 500 accounts, driving multi-year growth and cross-cloud adoption. * Collaborated with SIs and AEs to close $50M in upselling and deepen client relationships. * Led global success teams and delivered 115% of cloud consumption targets. * Engaged C-suite stakeholders to co-create strategic roadmaps and secure 3-year commitments. * Launched cloud fluency initiatives, increasing team certifications by 45%. * Built executive-backed governance models, cutting onboarding time by 30%. |

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| Amazon Web Services Inc | Philadelphia, PA  Global Customer Solutions Sr. Mgt. - FSI  *01/2018 - 10/2021* | * Led cloud transformation for enterprise FSI clients, establishing CoEs to optimize cost and ROI. * Owned AWS adoption strategy, increasing cloud usage by 40% across priority accounts. * Rebuilt engagement models to align with evolving market needs and customer maturity. * Drove analytics-led insights to improve adoption and solution delivery outcomes. * Analyzed VOC data to streamline onboarding and enhance time-to-value. * Provided thought leadership on trends, influencing C-suite cloud strategies across sectors. |

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| Comport Consulting Solutions | Ramsey, NJ  Vice President, Cloud & Emerging Technologies  *01/2017 - 08/2018* | * Drove cloud strategy and service innovation, elevating firm's regional market position. * Boosted regional sales by 30% through vendor negotiations and enterprise account growth. * Led Northeast & Mid-Atlantic expansion, building enterprise pipeline and partner ecosystem. * Managed pre-sales architects, aligning solutions with business goals for Fortune 1000 clients. * Developed go-to-market strategies for emerging tech, increasing qualified leads by 40%. |

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| Anexinet Consulting / Verinext | Blue Bell, PA  Sr. Mgr., End-User Computing & Infrastructure  *01/2013 - 01/2017* | * Led EUC practice across ops, sales, and partner management, driving 25% YoY growth. * Conducted market research to inform go-to-market strategy and solution development. * Grew EUC product sales by 40% through enablement and channel alignment. * Delivered sales/presales training to boost technical readiness and close rates. * Monitored competitors to adapt strategy and capture new business segments. * Oversaw full-lifecycle delivery for key infrastructure transformation projects. |

Education and Training

Cornell University

Master Certificates in Executive Leadership & Financial Management

Capella University

M.S. in Information Technology

University of Phoenix

B.S. in Information Technology

Community College of the Air Force

A.A.S. in General Studies

Websites, Portfolios, Profiles

* <https://www.linkedin.com/in/rayotero/> - <https://oteroaf.wixsite.com/raymondotero>

Accomplishments

* Drove 36% YoY growth (2021–2024) by leading global CS accounts and expanding Joint Operating Models across Fortune 500 clients.
* Developed and executed cross-cloud adoption strategies and governance models, boosting alignment and team performance.
* Built and scaled C-suite relationships, achieving 115% YoY attainment and influencing strategic roadmaps.
* Formed strategic partnerships and launched analytics-driven models to enhance cloud fluency and redefine engagement.
* Spearheaded cloud strategy for enterprise clients, unlocking new revenue through opportunity mapping and vendor negotiations.
* Revamped COE frameworks and delivery models, accelerating adoption and operational efficiency for top-tier customers.
* Delivered measurable business outcomes through tailored cloud solutions, including co-created AI-powered prototypes.
* Uncovered growth opportunities, driving adoption while reducing churn; coached CSAMs and led community enablement sessions.
* Recognized as Global Ambassador & Content Leader by the CS Collective; nominated CSAM Innovate Lead for impact in delivery excellence.

Awards

* Global CS Leader of the Year Finalist – 2024
* Customer Success Leader to Watch – 2025
* CSAM Innovate Leader, Microsoft Worldwide Customer Success Leadership Team
* Global Ambassador & Content Leader, Customer Success Collective
* AWS Global Financial Services (GFS) Customer Obsession Award
* Microsoft – Recognized for exceeding customer value delivery in high-impact programs
* US Air Force Achievement Medal – Awarded for meritorious service and leadership (2001)
* US Air Force Honorable Discharge – Recognition of honorable and faithful military service (2005)
* Global War on Terrorism Expeditionary Medal – For direct support of military operations overseas (2002)
* National Defense Service Medal – Awarded during national conflict for honorable active duty (2002)
* Industry Speaker & Thought Leader – Featured at Customer Success Collective and leading cloud conferences
* Multiple Org-Level Awards – Honored for driving innovation, enhancing scalability, and building high-trust executive alignment across teams

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