

Saurav Raghuvanshi

✉ sauravraghuvanshi24@gmail.com ☎ 63879742271 📧 in/sauravraghuvanshi 🌐 github.com/sauravraghuvanshi

SKILLS

Cloud Platforms: Microsoft Azure, Amazon Web Services, Alibaba Cloud

DevOps & Tools: Linux, Docker, Terraform, Infrastructure as Code (ARM), Vagrant, Kubernetes, Azure Developer PaaS Services, CI/CD pipeline implementation and automation

Cloud Architecture: Azure Well-Architected Framework, Microsoft Cloud Adoption Framework for Azure, Serverless Architecture, Hybrid Cloud Solutions

AI & ML: Azure AI Foundry, Generative AI, Agentic AI

Programming Language: Python, Shell Scripts, Infrastructure as Code, HTML/CSS

EXPERIENCE

Azure Developer Support Engineer

Microsoft

September 2022 - Present, Bangalore, India

- Resolved 500+ Azure technical issues, providing end-to-end technical support and advisory to help clients **deploy, troubleshoot, and optimize** cloud solutions in production.
- Trained more than 30,000 tech enthusiasts, including Microsoft employees, strategic customers, and students, by delivering 70+ sessions on Azure and AI services, driving adoption and enhancing technical proficiency among diverse audiences.
- Collaborated with engineering teams to ship the **APIM Workspace feature, M365 Copilot Integration with Dynamics, Case Prioritization in DFM Copilot** by leveraging customer use-case analysis and improving product flexibility and usability.
- Achieved a **5/5 Customer Satisfaction Score** and a Survey Response Rate of 24%, consistently delivering top performance metrics and contributing to the **Highest KPIs** within the **Microsoft DAS team**.
- Contributed as **SME** for **Microsoft Startups Hub Network**, mentoring early-stage partner startups on **Azure onboarding and PaaS design**. Guided startups in architecting cloud-native applications and resolving Azure service queries, accelerating their cloud journey.
- Developed multiple troubleshooting guide, which reduced **average resolution time by 30%**, enhancing customer satisfaction and efficiency in managing technical inquiries related to Azure API Management service.

Support Engineer Intern

Microsoft

April 2022 - August 2022, Remote

- Underwent an intensive **3-month Azure training program**, gaining in-depth expertise in Azure services, networking fundamentals, and cloud troubleshooting techniques. Built a strong foundation in diagnosing complex issues across Azure compute, storage, and network.
- Designed an **Azure-based healthcare solution** during Microsoft's Aspireathon hackathon – a cloud prototype addressing rural healthcare challenges – which secured **2nd place**. Demonstrated innovation in cloud solution design and showcased end-to-end architecture skills.
- Presented a **Azure architecture solution** to stakeholders, illustrating full-stack cloud design and business impact. Communicated technical concepts clearly to a non-technical audience, highlighting strengths in client engagement and solution storytelling.

Cloud Products Associate

Whizlabs Software Pvt Ltd

February 2021 - March 2022, Remote

- Developed and managed the **Azure Labs Platform** for Certification training, driving a **210% increase in course sales** by enabling hands-on Azure experiences for learners. This cloud sandbox environment became a key product differentiator, accelerating practical cloud skilling.
 - Architected **300+ custom Azure lab environments** for real-world case studies, dramatically enhancing the learning outcomes. Maintained an average **4.8/5 user satisfaction** rating for these lab, indicating labs, quality and reliability.
 - Optimized cloud operations costs by **30%** through implementation of Azure Well-Architected Framework best practices. Identified cost inefficiencies (unused resources, suboptimal sizing) and instituted automation for resource cleanup and monitoring, realizing significant savings.
 - Authored comprehensive **Product Requirement Documents (PRDs)** and coordinated across engineering, UX, and content teams to guide new cloud product features from concept to release. Ensured technical feasibility and alignment with business goals, facilitating smooth delivery.
 - Conducted **market research and competitor analysis** in cloud training space, helping craft a go-to-market strategy that positioned Whizlabs as a leading Azure certification provider. Insights from this research influenced product roadmap and marketing tactics.
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PROJECTS

SupportIQ: Enhancing Support Engineer Efficiency with Generative AI

Microsoft • August 2024 - June 2025

- **Developed a Generative AI solution** to automate support case prioritization, follow-ups, and action plan generation. This innovation cut manual effort by **~1 hour per engineer per day**.
- **SupportIQ** reducing manual effort by 1 hour per day per engineer, resulting in a **14% increase in support engineer efficiency** and improved customer satisfaction and operation efficiency.
- **Integrated an AI-powered dashboard** for real-time tracking of performance metrics, delivering insights into operational cost savings and case resolution improvements through data-driven analysis.

Cloud-Ready Academy – Azure Skilling Program

Microsoft • April 2024 - April 2025

- A transformative learning designed to equip teams with the essential skills needed to thrive in the era of Microsoft Azure, serving as a launchpad for understanding **Azure fundamentals**. Lead from ideation to launch, enhancing the program's impact and success.
- Created comprehensive learning module including **Wikis, 5 Hands-on Labs, 1 Capstone Project, and Interactive presentation**, enriching the program's effectiveness.
- **Developed cloud-ready courses**, focusing on practical scenarios to ensure a high learner engagement and a **95% skills enhancement rate**.

EDUCATION

Bachelor of Technology

Minor in Computer Science with Specialization in Cloud Computing and Virtualization Technology

- University of Petroleum and Energy Studies • Dehradun, India • 2022 • 8.49

RESEARCH WORK

Criminal Combat: Crime Analysis and Prediction Using Machine Learning

IEEE • 2021

CERTIFICATIONS

Udacity Azure Generative AI Nanodegree

2025

Udacity Product Manager Nanodegree

Microsoft Certified: Azure AI Fundamentals

2024

Udacity Azure Cloud Architect Nanodegree

AWS Certified Solution Architect

2022

Microsoft Certified: DevOps Engineer Expert

AWS Certified Cloud Practitioner

2021

Microsoft Certified: Azure Administrator Associate

Microsoft Certified: Azure Fundamentals

2020

Udacity Computer Vision Nanodegree

EXTRA CURRICULAR ACHIEVEMENTS

Organizer and Community Leader

Microsoft Azure Developer Community India • September 2021 - Present

AWS Community Builder for Dev Tools

Amazon Web Services • October 2021 - April 2022

Organizer and Community Leader

AWS User Group India & South Asia • January 2021 - April 2022
