

Heather A. Rousseau

Customer Support Operations Lead | Enablement & Operations | Tech, SaaS Product & Billing Support

PROFESSIONAL SUMMARY

Business Operations Analyst with 10 years in operations management combined with 7 years of experience driving excellence across teams supporting SaaS cloud solutions. Adept at building initiatives to help teams keep up in fast-paced environments and operate with confidence — leading teams to reach **4.7/5 CSAT goal** for the **first time in 5 years** and rank **top-performing site for 12 consecutive months across every KPI benchmark**. Known for spotting patterns others miss, understanding behavior behind the numbers, and using data-driven strategy to **reduce aged case backlog by 70% from 1,200 to 350 cases**. Recognized by Microsoft for demonstrating leadership and delivering measurable results. Combines strong business acumen and strategic thinking to navigate ambiguity and resolve complex issues where trust, accuracy, and experience matter.

CORE COMPETENCIES

Support Delivery Strategy & Scalable Operations	KPI Tracking & Performance Data Analysis	Cross-Functional Stakeholder Management
Escalation Management & Issue Resolution	Data-Driven Strategy	AI-Integrated Process Optimization
Case Management Best Practices	New Hire Onboarding Program & Ramp Development	Mentoring & Leadership Development

PROFESSIONAL EXPERIENCE

TeKnowledge Ops, Inc, *remote*

Subject Matter Expert – Microsoft Support Operations Lead

10/2021 – 12/2025

- **Recognized by Microsoft for patience, leadership, and disciplined execution** — resolving complex, high-risk escalations for enterprise, startup, and nonprofit B2B customers and facilitating Stakeholder communication across customers, CSMs, product, and billing teams in high-stakes scenarios.
- **Maintained 99% SLA adherence and 100% closure rate**, partnering with Operations and Microsoft leadership to oversee support operations for Azure Subscription Management Services (ASMS), and **managed case health across 4 U.S. teams and up to 60 support engineers**.
- **Reduced aged case backlog across U.S. teams by 70% (from 1200 to 350 cases in 3 weeks)** by analyzing performance, CRM, and QA data tracked over time and working with technical leads to change behavior influencing outcomes.
- **Led U.S. teams to reach 4.7/5 CSAT goal** for the **first time in 5 years** by setting clear expectations with every team, and coaching managers on how expectations impact behavior and driving accountability.
- Drove **CoPilot for support adoption** across CSS platform and **reduced customer escalations by 18% using AI-integrated tools** to proactively identify and prioritize at-risk cases — leveraging AI capabilities to analyze customer sentiment and tone to assess case health.
- **Ranked top-performing site for 12 consecutive months across every KPI benchmark** partnering with Global Leadership & Development (L&D) to implement a ramp-up and growth-over-time metric tracking system, maintain a continued training schedule, and build scalable learning experiences to close knowledge gaps surfaced through knowledge assessments, QA evaluations, and learning analytics.
- **Authored internal playbooks** and **built a Readiness SharePoint knowledge base**, creating product documentation, comprehensive troubleshooting guides, and customer-ready content, translating complex technical concepts for clarity—contributing to a **15% reduction in average time to resolution**.
- **Reduced average global time to productivity by 12%** by leading a project to address inconsistent ramp time across sites (Nigeria, Bulgaria, Costa Rica, and U.S.) and implementing a structured training delivery model for onboarding program.

- **Selected by Microsoft to lead the U.S. enterprise ringfence team**, training team of 18 specialists on white-glove, sales-motion-specific processes for strategic enterprise accounts.
- **Rapidly scaled support operations to manage high queue volume** during unplanned events, including the COVID-19 shutdown when queue volume increased from 250 to 2,500 cases within two days.
- **Mentored technical leads and senior engineers across 5 teams** on case management best practices — coaching 1:1, setting performance goals, and building leadership skills that drove measurable improvement and boosted CSAT score.
- **Served as Project Manager on 2-year global project** to overhaul process documentation repository, partnering with leadership across all lines of business to assess, retire, and update documentation, close gaps, and keep new development on schedule.

2/2020 – 10/2021

Technical Lead

- **Served as escalation point and technical resource for a team of 20 support engineers**, tracking recurring issues and collaborating across Sales, Support, and Product teams to drive timely resolution and process improvements.
- Gathered user feedback, tracked experience-impacting issues, escalated emerging problems to engineering/product teams, and submitted updates to public and internal documentation, **effectively closing feedback loop**.
- **Recognized by Microsoft as Modern Billing Expert**; onboarded 100+ enterprise customers to MCA-E billing platform.
- Tracked performance and backlog health across team; conducted daily case reviews and QA evaluations.

Microsoft Cloud Support Engineer

9/2018 – 2/2020

- Recognized as **top performer 8 consecutive months** as **primary point of contact** providing **front-line support** for enterprise, startup, SMB, and nonprofit customers for SaaS billing and subscription issues across Azure cloud services.
- Provided solutions to issues related to resource and network configuration, API integration, authentication, data inconsistency, valid endpoint URL, and deprecated security protocol; and diagnosed unexpected behavior by enabling monitoring, issue replication, log and trace files analysis, debugging reports, and solution testing; and collaborated with product engineering teams on complex issues.
- Leveraged accounting background and problem-solving skills to reconcile large data sets, analyze usage and benefit allocation, and trace payments & credits across accounts to resolve complex billing concerns.

Accountemps - Summit Technical Solutions

FinTech Analyst

10/2017 – 5/2018

- Prepared monthly deliverables and built executive presentation slide decks for multiple billion-dollar government contracts, using Excel to filter, pivot, and transform complex datasets and visualize insights through charts and graphs.

La Foret CRC

Operations Director, Nonprofit

11/2004 – 11/2014

- **Generated \$500K+ in new revenue** for capital improvements through fundraising, grant writing, and donor base growth.
- Provided oversight of business operations and guest relations and coordinated logistics across teams.
- Built operational infrastructure implementing ERP, CRM, and donor management software solutions.
- Managed entire employee lifecycle from recruitment to retirement for up to 30 full-time and seasonal staff — setting goals and creating coaching plans, tracking performance, and providing feedback to drive expectations.
- Managed HR operations including hiring, onboarding, and benefit management.
- **Processed payroll and maintained employee records ensuring regulatory compliance and confidentiality.**
- Managed State and local Licensing and ACA accreditation.

SKILLS

- **IT Cloud Customer Support:** Billing & Account Management, Escalation management, SLA adherence, Problem Resolution, Stakeholder Management, Performance Metrics, Case Management Best Practices
- **Support Operations:** ITIL 4, Project Management (Six Sigma, Agile), Global Cross-Team Collaboration, Quality Control, Workflow & Process Improvement
- **Readiness & Enablement:** Scalable Growth & Program Development, Ramp metric tracking, QA-to-learning feedback loop, Product release readiness, Content lifecycle management, Training Delivery (virtual classroom)
- **Learning & Development:** Mentorship, LMS Platform, e-learning (SCORM), Adult Learning Theory, VILT/ virtual classroom, Content Creation (Canva, Adobe Captivate, PowerPoint), Knowledge Base Management
- **Data Analysis & Reporting:** Microsoft Excel (data analysis, reconciliation, reporting), Power BI (Dashboards, KPI tracking & trend analysis), SQL (query, data validation)
- **Platform & Tools:** AI Integration (chat assistant, agent automation), CRM Platform (Dynamics, Salesforce, Zendesk), Jira, SaaS Product deployment, Azure Cloud (ARM deployment), IAM (Active Directory, Entra)
- **Technical:** Cloud Infrastructure Deployment (ARM templates, PowerShell, CLI), Debugging & Log Diagnostics, Error Handling & Status Codes

EDUCATION

Colorado State University *Fort Collins, CO 80523, Mathematics, Art Theory*

ADDITIONAL HIGHLIGHTS

- **Advisory Board Member, Women in Leadership Program, UCCS (2026)**
- **Certified: Leveraging Generative AI in Finance & Accounting, NASBA (2026)**
- **Keynote Speaker, "Industry Licensing Compliance," ACA National Conference (2014)**
- **Life Coach Certification, LifeSOULutions (2014)**
- **Co-Founder & Producer, MeadowGrass Music Festival** — *annual 3-day event, Colorado Springs (2009–2014)*