

# VISHNU K KUMAR

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## PERSONAL SUMMARY

Senior Technical CS Representative with a proven track record in enhancing Enterprise Client Success at Amazon Web Services, achieving over \$5M in savings through strategic Cloud FinOps. Expertise in client communication, training, onboarding, and cost optimization drives customer satisfaction and operational efficiency. Strong program management skills facilitate high-quality execution and delivery of impactful results.

## EXPERIENCE

**Technical CS Representative II**, 04/2025 - Current

**Amazon Web Services** - Bangalore

- Oversaw cloud FinOps for multiple XXL accounts, averaging \$50 million in annual recurring revenue.
- Implemented cost optimization initiatives, achieving savings exceeding \$5 million through upsells and renewals.
- Conducted proactive health checks on client account data to highlight upsell and optimization opportunities.
- Facilitated workshops, providing strategic insights into billing processes for clients.

**Technical CS Specialist**, 01/2022 - 03/2025

**Amazon Web Services** - Bangalore, India

- Managed cloud billing for enterprise clients on AWS to ensure accurate invoicing.
- Onboarding clients to AWS Enterprise Support through personalized guidance on billing and account management best practices.
- Collaborated with internal stakeholders to drive process improvements and enhance customer experiences.

**Consultant - Hiring Solutions**, 07/2021 - 12/2021

**Snaphunt**

- Achieved \$7,000 in sales within four months through targeted business development strategies.
- Managed customer success initiatives for newly onboarded clients to improve satisfaction levels.
- Oversaw recruitment and hiring processes for executive team members to strengthen client leadership.

**Operations Lead**, 06/2015 - 08/2019

**Amazon**

- Led product compliance investigations while achieving quality levels exceeding the target of 93%.
- Developed and launched standard operating procedures for pilot processes in five countries.
- Expanded the team from three to 30 within two years, supporting organizational growth.

## SKILLS

- Cloud FinOps
- AWS Cost Optimization
- Customer success and account management
- Client communication
- Data Visualization
- Program and operations management

## EDUCATION

**Master of Science** : Sport Management, 06/2021

**Molde University College** - Molde, Norway

**Bachelors** : Hotel Management, 05/2015

**Christ University** - Bangalore, India

## CERTIFICATIONS

- Cost Optimization: Subject Matter Expert - AWS Accreditation
- AWS Certified AI Practitioner: Early Adopter
- AWS Certified Cloud Practitioner
- AWS Partner: Generative AI Essentials
- AWS Partner: Cloud Economics Essentials
- AWS Partner: Sales Accreditation
- AWS Partner: Migration Sales Essentials
- AWS Partner: Migration Sales Essentials 2024
- AWS Partner: Generative AI Sales 2024 - Specialized
- AI-Enabled Lean Six Sigma Green Belt