

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

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- 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