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AMRISH THAKKAR

Senior Engineering Leader

PROFESSIONAL SUMMARY

Visionary Senior Technology Leader with 19+ years of experience driving digital transformation and elevating customer and learner experiences through innovative cloud-based solutions. Expert in building and scaling products that drive global enablement programs, empowering individuals and organizations to upskill in AWS technologies, with a proven track record of aligning technical training initiatives to business outcomes. A forward-looking, hands-on leader who champions the adoption of AI-driven engineering practices to enhance product capabilities, accelerate learning, and deliver measurable impact in technical enablement and partner success.

EMPLOYMENT HISTORY

HEAD OF ENGINEERING, AWS LEARNING EXPERIENCES   **2022 - Present**
Amazon Web Services   *Dallas TX*

- **Manage engineering execution for a high-revenue ($150M+) Training product portfolio,** aligning strategy with business goals and ensuring scalable, reliable delivery.
- **Built and scaled high-performing engineering teams (50+ builders across 4 charters)** through mentorship, structured feedback, and succession planning—improving engagement and employee satisfaction while reducing attrition.
- **Improved time-to-market by 20% YoY** by driving execution excellence across cross-functional teams, implementing modern SDLC practices, and ensuring code quality, reliability, and operational excellence.
- **Implemented engineering best practices and modern tooling** (CI/CD, observability), improving system uptime to 99.9% and reducing production incidents by 10+% YoY.
- **Partnered with product and business leaders** to align engineering roadmaps with strategic goals, improving learner experience NPS by 5 points and aligning feature delivery with measurable business outcomes.
- **Optimized AWS Training & Certification products** by leading engineering teams to refine learner and instructor experiences, improving usability and boosting customer satisfaction metrics.
- **Architected cloud-native, compliant systems** adhering to **AWS Well-Architected Framework, SOC2, and GDPR standards,** maintaining a high security bar and enhancing customer trust.
- **Oversaw design and deployment of scalable data pipelines and analytics platforms,** enabling leadership with actionable insights for strategic decision-making.
- **Drove training strategy for AWS Channel Partners,** fostering collaboration and growth opportunities across the partner ecosystem while scaling enablement globally.
- Championed adoption of **agentic workflows** and **Spec-Driven Development** across the **SDLC,** driving cultural and process transformation that improved cross-team collaboration, accelerated coding velocity by **20% YoY.**
- Designed and deployed an **AI-driven AIOps platform** using **Amazon Bedrock (Claude),** training on SOPs, runbooks, historical ticket data, and CloudWatch observability signals to deliver contextual incident-triage recommendations—reducing **MTTR by 5–30% YoY** across **20 engineering teams.**
- Built and productionized a **natural-language analytics chatbot** to automate complex historical reporting requests, eliminating **8–10 recurring stakeholder tickets per month,** improving on-call productivity, and enabling self-service insights for Sales and Operations teams.

SR. MANAGER, SOLUTIONS ARCHITECT – CANADA CHANNEL PARTNERS   **2021 - 2022**
Amazon Web Services   *Toronto ON*

- **Directed cloud solutions strategy across Canada,** managing and expanding a Solutions Architect team that drove **$90M+ annual revenue** through innovative client offerings.
- **Partnered with C-suite executives on cloud adoption and GTM strategy,** aligning AWS solutions with business priorities and boosting **market presence by 30% YoY.**
- **Led delivery of tailored AWS solutions for 100+ enterprise clients,** improving customer satisfaction scores by **20%** and accelerating adoption across industries.
- **Collaborated with sales leadership to design joint account strategies,** directly influencing **double-digit national revenue growth** and expanding AWS footprint.
- **Fostered a high-performance, collaborative culture,** improving team cohesion & reducing turnover by **15%** while accelerating solution delivery.
- **Conducted competitive market analyses,** generating insights that informed solution roadmaps & expanded **partner opportunities by 25%.**

PRINCIPAL SOLUTIONS ARCHITECT – CANADA STRATEGIC PARTNERS
Amazon Web Services
2020 - 2021
Toronto ON

- **Defined and executed national cloud adoption strategies for top Canadian partners**, advising C-suite executives and leading solution workshops that **increased AWS partner revenue by 15+% YoY.**
- **Partnered with executive leadership to co-develop long-term AWS growth plans**, identifying new market opportunities that **expanded partner pipeline by 25%.**
- **Designed and integrated AWS solutions tailored to industry-specific challenges**, enhancing service interoperability and **improving partner client satisfaction scores by 20%.**
- **Led 15+ executive-level strategy and architecture workshops**, aligning technical roadmaps with business goals and enabling **scalable, repeatable cloud solution implementations.**
- **Acted as a strategic advisor to partner executives**, influencing cloud transformation initiatives that strengthened AWS market presence across Canada.
- **Represented AWS as a thought leader at flagship events** (AWS re:Invent, AWS Summits, and partner conferences), showcasing innovations and shaping partner cloud adoption strategies.

SR. PARTNER SOLUTIONS ARCHITECT – NATIONAL SYSTEM INTEGRATORS
Amazon Web Services
2018 - 2019
Austin TX

- **Aligned partners with AWS best practices and standards**, improving solution design quality and project execution efficiency.
- **Developed and executed go-to-market strategies for Consulting Partners**, driving AWS adoption and advancing strategic business goals.
- **Created and delivered training programs for Partner Sales teams**, fostering continuous learning and improving sales effectiveness.
- **Advised partners on solution development**, expanding market reach and enabling standardized, scalable service delivery.

PRINCIPAL ARCHITECT & ENGINEERING MANAGER
AT&T
2015 - 2018
Dallas TX

- **Led engineering teams to elevate operational excellence**, delivering high-performance projects and measurable improvements in service reliability.
- **Partnered with vendors to optimize operations**, driving **$7M in annual cost savings** through strategic collaboration and process improvements.
- **Implemented DevSecOps practices across the SDLC**, increasing development efficiency, reducing security risks, and accelerating time-to-deploy.
- **Deployed digital transformation engines**, minimizing downtime and enhancing service delivery across global operations.
- **Transitioned from Principal Architect to Engineering Manager**, scaling and managing **distributed global teams** to drive strategic initiatives and project success.

TECH SPECIALIST
Cognizant Technology Solutions
2009 - 2015
Westpoint, PA, Atlanta GA

- **Directed development services for Life Sciences clients**, ensuring on-time delivery, technical excellence, and strict adherence to regulatory standards (GxP, 21 CFR Part 11, HIPAA, GDPR).
- **Embedded compliance into architecture and engineering processes**, guaranteeing secure data handling, auditability, and regulatory readiness across the SDLC.
- **Optimized ITIL processes**, enhancing release and change management efficiency while maintaining quality and compliance.
- **Led initiatives delivering $1M+ in cost savings** for clients, driving operational efficiency and measurable business impact.

SOFTWARE ENGINEER
India
2006 - 2009

EDUCATION

BACHELOR OF ENGINEERING, COMPUTER SCIENCE   **2002 - 2006**

CREDENTIALS

AWS CERTIFIED AI PRACTITIONER

AWS CERTIFIED SOLUTIONS ARCHITECT - PROFESSIONAL

AWS CERTIFIED SECURITY - SPECIALTY

LINKS

Web Resume: ams-thakkar.github.io,