

# 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

### SR. MANAGER, SOFTWARE ENGINEERING

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 the adoption of agentic workflows and AI coding assistants across the SDLC, driving cultural and process transformation that improved team collaboration, accelerated coding velocity by 20% YoY, and enhanced operational efficiency through automated ticket triage, log/metric analysis, and RCAs.

### SR. MANAGER, SOLUTIONS ARCHITECT – CANADA CONSULTING PARTNER

2021 - 2022

BUSINESS

*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**

2020 - 2021

*Amazon Web Services*

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**

2018 - 2019

*Amazon Web Services*

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**

2015 - 2018

*AT&T*

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**

2009 - 2015

*Cognizant Technology Solutions*

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**

2006 - 2009

*India***EDUCATION****BACHELOR OF ENGINEERING, COMPUTER SCIENCE**

2002 - 2006

**CREDENTIALS****AWS CERTIFIED DEVOPS ENGINEER - PROFESSIONAL****AWS CERTIFIED SOLUTIONS ARCHITECT - PROFESSIONAL****AWS CERTIFIED SECURITY - SPECIALTY****LINKS**LinkedIn: [linkedin.com/](https://www.linkedin.com/in/john-smith/)