

AMRISH THAKKAR

Engineering Manager

PROFESSIONAL SUMMARY

Engineering Manager leading multi-team organizations delivering large-scale, cloud-native platforms serving 1M+ users globally. Experienced in modernizing legacy systems into distributed microservices architectures, partnering closely with Product to execute multi-quarter roadmaps, and institutionalizing CI/CD and SRE practices to sustain high reliability. Proven track record of building high-performing teams, developing engineering leaders, and applying AI-driven solutions to improve operational efficiency and platform performance.

EMPLOYMENT HISTORY

SR MANAGER, SOFTWARE ENGINEERING *Amazon Web Services*

2022 - Present
Dallas, TX

Engineering leader responsible for multi-team platform execution and organizational scale across customer-facing cloud products. Own end-to-end delivery, operational excellence, and talent development for systems serving 1M+ users globally.

- ♦ Lead a multi-team organization of **40+ engineers** (5 senior engineer direct reports and 3 Engineering Managers), owning delivery, reliability, and long-term architectural evolution for platforms serving **2,500+ organizations and 1M+ MAU**.
- ♦ Built and scaled a high-performing engineering organization through disciplined hiring, structured performance management, and leadership coaching; strengthened succession depth and elevated execution standards.
- ♦ Directed a 14-month modernization of a legacy monolith into a **multi-tenant microservices architecture** using Supergraph orchestration and GraphQL; migrated all customers and fully sunset the legacy platform.
- ♦ Partnered with Product and Program leadership to define multi-quarter roadmaps, balancing feature velocity with technical debt reduction; institutionalized **CI/CD pipelines, SRE practices, and service ownership models** to sustain 99.9%+ uptime.
- ♦ Led frontend re-architecture to React Native micro-frontends with embedded Real User Monitoring (FCP, LCP, TTI), meeting P99 performance targets at scale.
- ♦ Owned build-vs-buy evaluation and delivery of a first-party AWS Labs platform replacing a third-party vendor; migrated all users and eliminated licensing dependency. Resolved launch-critical provisioning latency (5+ minutes) within one sprint, achieving **300ms P99 latency** for 150K+ MAU.
- ♦ Led development of an AI-driven AIOps assistant trained on SOPs, ticket history, and observability signals, delivering **5–30% MTTR reduction** across **20 engineering teams**.
- ♦ Built production-grade AI platforms including natural language analytics and **MCP server integrations** enabling secure access to enterprise datasets; eliminated 10+ recurring monthly reporting escalations.

SR. MANAGER, SOLUTION ENGINEERING *Amazon Web Services*

2021 - 2022
Toronto, ON

Led a distributed Solution Engineering organization responsible for driving large-scale cloud modernization and architecture excellence across diverse customer segments and partner ecosystems.

- ♦ Managed and developed a **distributed team** of 9 senior solution engineers across multiple time zones, providing performance management, technical mentorship, and career progression support.
- ♦ Drove cloud modernization initiatives across **60+ customers**, guiding distributed systems design, containerization (EKS/ECS), data platform evolution, and DevOps maturity improvements.
- ♦ Built and deployed **reusable engineering templates** and reference architectures using AWS CloudFormation and CDK, enabling consulting partners to accelerate secure, production-ready AWS implementations.
- ♦ Standardized architecture review rigor, production readiness assessments, and **Well-Architected** best practices to improve solution quality and reduce downstream operational risk.
- ♦ Served as Amazon **Bar Raiser**, conducting **200+ interviews** to uphold high hiring standards and strengthen engineering talent density across organizations.

PRINCIPAL SOLUTIONS ARCHITECT*Amazon Web Services*

2018 - 2021

Austin, TX & Toronto, ON

- ◆ Served as senior technical advisor for large-scale cloud transformations, guiding distributed systems design, container orchestration (EKS/ECS), serverless architectures, and event-driven application patterns.
- ◆ Led executive architecture workshops translating business capabilities into scalable reference architectures, governance models, and DevOps operating frameworks.
- ◆ Influenced modernization of legacy platforms by driving CI/CD adoption, infrastructure-as-code practices, observability standards, and distributed data platform designs.
- ◆ Presented cloud-native architecture and distributed systems design patterns at AWS re:Invent and regional summits, engaging enterprise engineering audiences at scale.

PRINCIPAL ARCHITECT LEAD*AT&T*

2015 - 2018

Dallas, TX

- ◆ Led modernization of customer-facing search and knowledge platforms, designing distributed search architectures (Lucidworks Fusion, Apache Solr) and REST-based services backed by active-active databases, reducing major release downtime by 50%.
- ◆ Defined enterprise data scalability strategy, migrating legacy systems to multi-data center Apache Cassandra architecture and building Spark-based optimization pipelines to improve resilience and performance.
- ◆ Institutionalized high-availability CI/CD pipelines and containerized delivery models, strengthening release reliability and accelerating deployment cycles.
- ◆ Evaluated and benchmarked AI/NLP platforms for digital transformation initiatives, establishing architectural selection criteria across scalability, integration, and enterprise operability.

SR. SOFTWARE ENGINEER, TECH LEAD*Cognizant Technology Solutions*

2009 - 2015

Westpoint, PA, Atlanta, GA

- ◆ Progressed from Senior Software Engineer to Technical Lead, designing modular microservices to decouple legacy monoliths and enable incremental platform modernization with reduced deployment friction.
- ◆ Directed end-to-end delivery of secure API platforms and data exchange services for Life Sciences and FinTech clients, improving data traceability, accelerating partner integrations, and embedding regulatory controls (GxP, HIPAA, GDPR) into the SDLC.
- ◆ Led cross-functional engineering teams through structured release management and CI/CD adoption, optimizing ITIL processes and delivering over \$1M in operational efficiencies across client programs.

SOFTWARE ENGINEER*Infosys*

2006 - 2009

SKILLS

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- ◆ **Leadership** - Org Leadership, Hiring & Talent Development, Manager-of-Managers, Roadmap Planning, Performance Management
 - ◆ **Systems** - Distributed Systems, Microservices, Event-Driven Architectures, Multi-Tenant Platforms, API Design
 - ◆ **Cloud & DevOps**: CI/CD, SRE, Observability, Infrastructure as Code (CDK/CloudFormation), Kubernetes (EKS), Serverless
 - ◆ **Data & AI** - DynamoDB, Oracle, Cassandra, GraphQL Federation, AI Platform Integration (Bedrock, MCP), AIOps

COURSES**AWS CERTIFIED AI PRACTITIONER****AWS CERTIFIED SOLUTIONS ARCHITECT - PROFESSIONAL****CERTIFIED JENKINS ENGINEER****EDUCATION****BACHELOR OF ENGINEERING, COMPUTER SCIENCE***University of Pune, India*

2002 - 2006