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[LinkedIn Profile](#)

Professional Summary

Delivery Executive and Customer Success/Solutions Manager focused on exceeding client expectations at Nordcloud, an IBM Company. Collaborative efforts and enduring operational excellence. Consistently achieve SLA commitments for customer success through innovative approaches to service design, performance targets, and governance policies. Also played a role as Lead Cloud Architect, developed cloud reference architectures and governance policies, honing expertise in artificial intelligence and cloud solutions. Craft tailored strategies that align with unique business needs. Primary goal is fostering strong client relationships and leading cross-functional teams to navigate complex challenges and deliver cutting-edge technological solutions.

Skills

- Efficiency enhancement
- Client relationship
- AI & Cloud expertise
- Innovative design solutions
- Service delivery management

Work History

Nordcloud, an IBM Company – Delivery Executive

Netherlands • 03/2022 – Current

- Managed delivery and projects for key customers, ensuring high levels of satisfaction and strict adherence to contractual commitments.
- Ensured fulfillment of contractual obligations and achievement of SLA performance targets through close collaboration with delivery teams.
- Oversaw service financial management, including revenue tracking, billing, forecasting, and profitability optimization in partnership with delivery units.

- Designed and implemented innovative services and solutions that improved customer experiences and operational efficiency.
- Acted as the primary point of contact for customers and delivery teams, ensuring seamless communication and issue resolution.
- Managed risks effectively, including mitigation of service-level risks to maintain operational stability.
- Built and maintained strong customer relationships by engaging stakeholders at the operational governance level.
- Spearheaded change management and upselling initiatives by identifying and creating leads, securing contract extensions, and collaborating with sales to propose value-added services.
- Maintained accurate and comprehensive service documentation in coordination with delivery teams.
- Championed continuous improvement initiatives to enhance delivery efficiency and quality.

Tata Consultancy Services – Lead Cloud Architect

Amsterdam, Netherlands • 09/2020 – 02/2022

- Developed cloud reference architectures, governance policies, security models, and best practices to develop capacity.
- Partnered with application managers to develop capacity thresholds for requirements for new projects and existing environments.
- Analyzed prospect requirements and established parameters to ensure client receives the right solution, with the Sales Representative.

Tata Consultancy Services – Solutions Lead, Cloud Architecture

Frankfurt, Germany • 10/2017 – 09/2020

- Designed IaaS, PaaS, and SaaS between public and private clouds – LAMP, Apache, RDBMS, Oracle, SQL, MySQL, Unix/Linux, NAS/SAN, VPNs, Security, Firewalls, and Encryption.

Tata Consultancy Services – Solutions Architect

Chennai, India • 04/2016 – 09/2017

- Private/Public Cloud Solution Design.

Tata Consultancy Services – Middleware Engineer

Chennai, India • 11/2012 – 03/2016

- Enterprise Application Integration – Sterling Connect Direct, Integration, Secure Proxy, PGP, Control Center.
- Designed Managed File Transfer Solution architecture.

Tata Consultancy Services – Mainframe Production Support

Chennai, India • 11/2009 – 11/2012

- Mainframe Production Support, JCL, Connect Direct/NDM.

CSC – Associate Analyst

Chennai, India • 10/2008 – 11/2009

- Mainframe 1st level support.

HCL Technologies – Senior Technical Support Officer

Chennai, India • 10/2006 – 10/2008

- Supporting Broadband provider.

Education

Master of Business Administration (HRM), University of Madras, India

BSc (Physics), Manonmanium Sundaranar University, India

PGDCA, Manonmanium Sundaranar University, India

Certifications

- Microsoft Certified: Azure AI Engineer Associate
- Professional Scrum Master™ I (PSM I)
- AWS Certified AI Practitioner
- Microsoft Certified: Azure Fundamentals
- Microsoft Certified: Azure AI Fundamentals
- AWS Partner: Accreditation (Business)
- AWS Migration Ambassador
- Google Cloud Digital Leader
- IBM Sterling Connect Direct on all platforms
- IBM Websphere Application Server Network Deployment V8.0
- ITIL V3 Foundation



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