

Joe LeBoube

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PROFESSIONAL SUMMARY

Technology leader with over a decade of experience guiding enterprise digital transformations, cloud migrations, and technical team leadership. Proven success in driving cost savings, implementing cloud-native solutions, and fostering innovation across cross-functional teams. AWS-certified with a strong balance of strategic vision and hands-on problem-solving.

SKILLS

Cloud & DevOps: AWS (Certified Solutions Architect), CI/CD Pipelines, Kubernetes, Containers, Observability, Service Mesh

Leadership & Strategy: Team Leadership, Agile & DevOps Transformation, Strategic Planning, Vendor Relations, OKRs

Business & Technical Impact: Cloud Migrations, Cost Optimization, SaaS Enablement, Incident Management, CRM & API Development

EXPERIENCE

Sr Customer Solutions Manager

Amazon Web Services (AWS)

April 2022 – Present

- Partner with customers and C-level executives to migrate from on-prem to cloud-native architectures, enabling scalable growth.
- Delivered \$75K/month in savings by co-developing a GenAI-powered chatbot for invoice reconciliation.
- Helped a customer save ~\$10M/year by modernizing observability practices for real-time insights.
- Facilitated customer admission to internal beta of new AWS service, enabling migration to AWS and public launch of new private offering at re:Invent 2024.
- Led a migration from Oracle RAC/Exadata to Aurora/PostgreSQL, reducing licensing/support costs by \$6.5M annually.
- Created and launched NAMER-wide SaaS security training curriculum adopted within 6 months.

Department Manager**Integral (Owned by Enterprise Holdings Inc), Madison, WI***March 2017 – March 2022*

- Oversaw Infrastructure and Desktop Services, including software lifecycle, hosting, vendor relations, and hardware asset management.
- Implemented zero-downtime and blue/green deployments to improve platform delivery.
- Guided cloud modernization using Kubernetes, containers, and CI/CD pipelines.
- Formed DevOps enablement teams (Observability, CI/CD, SRE) to boost development efficiency.
- Transitioned Infra team to Kanban workflow, enhancing visibility and productivity.
- Grew Desktop Services team from 45%, improving customer satisfaction by 33% in one year.

Department Manager**Enterprise Holdings Inc (EHI), St. Louis, MO***May 2015 – March 2017*

- Managed orchestration APIs for Launchpad solution; led API design and documentation.
- Introduced test automation and onboarded QA resources.
- Contributed to IT strategy definition in collaboration with senior leadership.
- Led support team to 60% reduction in incidents by addressing tech debt.
- Partnered on sustainable architecture planning with Infra and Cloud teams.

Sr Manager**Enterprise Holdings Inc (EHI), St. Louis, MO***November 2011 – May 2015*

- Designed resilient architectures across regions to ensure high availability.
- Created a daytime support role to reduce operational strain.
- Delivered a successful mobile tech proof-of-concept to enhance vehicle data.
- Played a key role in international launches in Spain and France.
- Designed service-based team structures replicated across the organization.

EDUCATION

Associate of Applied Science in Computer Hardware and Networking
Vatterott College, 2000

CERTIFICATIONS

- AWS Certified Solutions Architect

AWARDS

AWS Central CSM of the Quarter (Q3 2023)

Recognized for delivering high-impact solutions and driving regional customer success.
