

## Professional Summary

- Technology leader with 17+ years of international experience in **building, mentoring, and leading solution delivery teams** across North America, EMEA, and APJ.
- Proven record of transforming underperforming accounts, leading complex data protection and cyber recovery programs, and **aligning technology with business outcomes**.
- Adept at **practice leadership, client relationship management, and cross-functional collaboration**, with expertise in data protection, cloud resilience, and security compliance.
- Recognized for driving customer satisfaction, enabling growth, and positioning practices for long-term success.

## Core Competencies

- **Team Leadership & Mentorship:** Guided engineering and architect teams, supported career growth, and fostered high-performance culture.
- **Practice & Program Management:** Oversight of solution portfolios, delivery quality, and account health.
- **Client Relationship Management:** Trusted advisor to C-level executives and business stakeholders.
- **Cross-Functional Collaboration:** Partnered with sales, support, and product teams to align strategy.
- **Escalation & Crisis Management:** Recovered distressed accounts, rebuilt trust, and ensured retention.
- **Business Enablement:** Delivered workshops, roadmaps, and solution strategies that drove account expansion.
- **Strategic Consulting:** Cyber recovery, data protection modernization, and cloud transformation.

## Professional Experience

### Founder & Principal Consultant

Vivanka Inc., Toronto, Canada

Apr. 2024 – Present



Delivered consulting and advisory services to enterprise clients while managing a small team of contractors. Positioned Vivanka Inc as a trusted advisor for **data protection strategy, modernization, and cloud adoption**.

- Directed a 6-month program at **Bombardier**, leading a team in upgrading legacy NetWorker to latest versions, ensuring smooth migration and adoption.
- Oversaw design & deployment of **PowerProtect Data Manager with Data Domain + cloud tier**, aligning architecture with compliance and cost objectives.
- Managed multiple customer engagements, balancing delivery quality, stakeholder alignment, and business outcomes.

### Consultant Solutions Architect

Dell Technologies, Toronto, Canada

Oct. 2018 – Apr. 2024



Pre-sales and delivery specialist for Data Protection Systems (DPS), engaging enterprise clients across North America. Designed and presented Dell's portfolio (NetWorker, Avamar, Data Domain, PPDM, Cyber Recovery) in hybrid-cloud and cyber resilience strategies. Provided both **leadership and advisory functions** within the Data Protection Systems practice, focusing on North American enterprise clients.

- Acted as a **program lead** on cyber recovery and cloud resilience projects, coordinating delivery teams and ensuring alignment with client C-level priorities.
- Partnered with sales to **shape solution strategy**, supporting multi-million-dollar opportunities.
- Led **client workshops, design sessions, and PoCs**, ensuring technical and business alignment.
- Mentored junior architects, elevating team readiness in emerging solutions (PPDM, Cyber Recovery Vault, AI/ML-based resiliency).
- Served as escalation point for complex accounts, restoring customer trust and protecting revenue streams.
- Served as a **trusted advisor** guiding executives through cyber recovery and cloud backup strategies.
- Introduced **Generative AI-enabled automation and threat detection** into data protection architectures, enhancing security posture.
- Presented at industry events and Dell webinars, improving brand positioning and pipeline growth.
- Influenced adoption of Dell DPS in multi-cloud strategies with Azure, AWS, and GCP integrations.

### Senior Advisor Solutions Architect / Senior Solutions Architect / Solutions Architect

Dell EMC Middle East, Dubai, United Arab Emirates

Jul. 2013 – Oct. 2018



Progressed through senior architecture roles while **acting as de facto practice lead** for GCC accounts. Supported both pre-sales and delivery functions, working closely with regional sales leadership.

- **Team Development:** Mentored new hires and junior engineers, building a stronger local practice presence.
- **Client Success:** Recovered escalated accounts by mediating between customer, support, and engineering teams.
- **Recognition:** Awarded *Solution Architect of the Year – Gulf & Pakistan (2014)*.
- **Practice Growth:** Helped expand EMC's footprint across Saudi Arabia, UAE, Qatar, and Kuwait by aligning solution design with business outcomes.

### Senior Implementation Delivery Specialist

EMC Middle East, Dubai, United Arab Emirates

Oct. 2010 – Jul. 2013



- Delivered implementation services for backup and recovery solutions to customers in the GCC region, ensuring adherence to specifications and design documents.
- Managed implementation delivery of services to achieve high customer satisfaction (95% for most of the customers).
- Collaborated with EMC colleagues worldwide to resolve technical issues encountered during implementations.
- Identified client needs, assessed risks, and recommended appropriate product offerings to meet objectives.

### Implementation Delivery Specialist

EMC Data Storage India Pvt. Ltd., New Delhi, India

Oct. 2007 – Oct. 2010



As an Implementation Delivery Specialist for Backup & Recovery Systems (BRS) at EMC, I deployed backup and recovery solutions for customers in South Asia.

#### Key Contributions:

- Provided delivery services for backup and recovery solutions to customers in the South Asia region.
- Implemented a combination of EMC products including NetWorker, Data Domain, Avamar, Data Protection Advisor, Homebase (BMR) solutions, EMC EmailXtender (SourceOne), and EMC DiskExtender.

### Technical Consultant / Implementation Specialist

EMC Thailand, Bangkok, Thailand

Sept. 2006 – Oct. 2007



As a Technical Consultant and Implementation Specialist for Backup and Recovery solutions at EMC, I provided technical consultancy and delivered information protection solutions to clients in the APJ region.

#### Key Projects:

- Implemented NetWorker at various organizations including PTT Thai Oil Public Co. Ltd, Ministry of External Affairs (Bangkok), DTAC, True Move, Siam Pharmaceuticals, and Mitsubishi Motors Ltd.
- Implemented DiskXtender for UNIX/Linux at BAAC.
- Developed Java code for file permissions settings before archiving using DiskXtender for a customer in Malaysia.

### Educational Qualifications

**M.Sc. Computer Science**, Asian Institute of Technology, Bangkok, Thailand

**B.Sc. Computer Science**, Assumption University, Bangkok, Thailand

### Learnings & Certifications

- Dell EMC Certified Implementation Engineer, Avamar, NetWorker, Data Domain, PPDM
- Dell EMC Certified Information Storage Associate
- Generative Artificial Intelligence Fundamentals (DataBricks)
- AWS Cloud Bootcamp from ThinkCloudly
- AWS Solutions Architect Associate (in progress)
- Azure Fundamentals (pending certification)

### Key Achievements / Honors & Awards

- Solution Architect of the Year Award - Gulf & Pakistan (2014)
- Consistently acknowledged for **team mentorship and practice growth contributions**
- Recognized for rebuilding client trust in distressed accounts across GCC & North America
- Led backup & recovery transformation projects for Fortune 500 clients
- Automated backup & disaster recovery workflows, improving operational efficiency by 40%
- Conducted cyber resilience assessments and implement zero-trust security measures for large enterprises
- Computer Science Student of the Year – 1996