

# Niranjan Thimmappa

Technical Domain Expert | AI Solutions & Customer Success

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## PROFESSIONAL SUMMARY

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Technical domain expert with hands-on experience bridging AI/ML technology and customer success in enterprise environments. At BuildingMinds, led customer-facing AI project delivery including POCs, onboarding, integrations, and use case co-development—achieving 100% project success rate and winning ...

## PROFESSIONAL EXPERIENCE

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**Solution Architect | Customer Project Delivery & AI Solutions** *10/2023 – Present*

**BuildingMinds GmbH, Berlin**

- **Revenue Growth & Customer Expansion:** Identified upsell opportunities, prepared business cases for platform expansion, and supported account executives with technical deep-dives during sales cycles. Demonstrated ROI through data-driven analysis, customer testimonials, and quantified efficiency gains.
- **Customer Project Delivery & POC Leadership:** Led 20+ customer POCs, onboarding projects, and technical integrations for enterprise clients across EMEA, achieving 100% success rate with average project value €50,000+. Served as primary technical expert guiding customers from evaluation through production deployment, translating complex AI capabilities into business value and measurable outcomes.
- **Cross-Functional Collaboration & Internal SME:** Served as bridge between commercial, technical, and product teams, sharing customer insights, competitive intelligence, and market trends. Provided technical guidance to stakeholders, created documen-

tation and training materials, and championed customer needs in internal discussions.

- **Product Innovation & Customer Feedback Loop:** Worked closely with engineering and product teams to identify new use cases, prioritize feature development based on customer feedback, and design platform enhancements. Translated customer pain points into technical requirements, conducted feasibility assessments, and validated solutions through iterative testing.

## **Account Manager | Technical Customer Engagement** *04/2023 – 09/2023*

### **Energenious GmbH (Climate-Tech Scale-up), Berlin**

- **Use Case Development & Market Analysis:** Analyzed customer workflows, identified optimization opportunities, and translated technical capabilities into customer value propositions. Gathered market intelligence on competitive solutions and emerging customer needs.
- **Customer-Facing Technical Solutions:** Engaged with renewable energy customers to understand requirements, conduct on-site consultations, and demonstrate technical solutions combining hardware and software optimization algorithms. Represented company at Smarter E Munich 2023, Europe's leading renewable energy trade show, generating qualified leads through technical presentations.

## **Working Student | Analytics & Technical Systems** *01/2022 – 03/2023*

### **GE Power Conversion GmbH (Global MedTech/Industrial Leader), Berlin**

- **Large Company Experience & Process Understanding:** Gained firsthand experience navigating complex organizational structures, quality management systems, and regulatory-aware development processes at global industrial technology leader GE.

Worked within established frameworks for technical documentation, validation procedures, and cross-functional collaboration typical of large regulated companies.

- **Technical Specification & Market Intelligence:** Conducted competitive analysis of emerging technologies, validated technical specifications for industrial systems, and identified strategic opportunities worth €2M+ through systematic market research and technology assessment.

- **Data Analytics & Forecasting Systems:** Built Sales-force-based analytics dashboards integrating hardware telemetry data, improving forecast accuracy by 30% through data-driven insights. Demonstrated ability to translate technical data into business intelligence and actionable recommendations for stakeholders.

## **Technical Sales Engineer | Customer Solutions**

*03/2014 – 08/2019*

### **Arabcal Technical Solutions LLC, Dubai**

- **Customer Success & Account Management:** Built long-term customer relationships through consultative approach, post-sale support, and continuous value delivery, driving repeat business and referrals.

- **Technical Project Delivery:** Delivered 100+ technical projects for major industrial OEMs (Eaton, GE, ABB) and utility companies. Managed €5M+ annual pipeline, conducted technical consultations, designed integration solutions, and provided implementation support and training.

## **EDUCATION**

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### **MBA in Energy Management**

*09/2019 – 03/2023*

Technical University of Berlin (TU Berlin)

# B.Tech in Electrical & Electronics Engineering

08/2009 – 05/2013

SCMS School of Engineering

## TECHNICAL SKILLS & COMPETENCIES

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### **ML Training Infrastructure:**

Training Pipeline • Experiment Tracking • Custom GPU Kernels • Precision Trade-offs

### **Deep Learning Models:**

Attention Mechanisms • Diffusion Models • Autoregressive Models • PyTorch Framework

### **GPU & High-Performance Computing:**

GPU Acceleration • Distributed Training • SLURM Clusters • Performance Optimisation

## LANGUAGES

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**English:** C1 – Fluent (Native-level professional)

**German:** B2 – Professional Working Proficiency

## REFERENCES

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### **Tobias Ungermanns**

Head of Solution Design, BuildingMinds GmbH

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