

# Niranjan Thimmappa

## Technical Domain Expert | AI Solutions & Customer Success

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### PROFESSIONAL SUMMARY

Technical domain expert with hands-on experience bridging AI/ML technology and customer success in enterprise environments. At BuildingMinds, led cust...

### PROFESSIONAL EXPERIENCE

#### Solution Architect | Customer Project Delivery & AI Solutions 10/2023 – Present BuildingMinds GmbH, Berlin

- **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 documentation and training materials, and championed customer needs in internal discussions.
- **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.
- **Technical Expertise & Platform Mastery:** Deep hands-on experience with AI/ML platforms (Azure AI Foundry), prompt engineering, Python development (FastAPI, asyncio, pandas), API integrations, and cloud architectures. Built production-grade AI applications, automated workflows, and data pipelines demonstrating strong technical foundation for understanding and explaining complex systems.

#### Account Manager | Technical Customer Engagement 04/2023 – 09/2023 Energenious GmbH (Climate-Tech Scale-up), Berlin

- **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.

- **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.

## Working Student | Analytics & Technical Systems

01/2022 – 03/2023

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

- **Data Analytics & Forecasting Systems:** Built Salesforce-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.
- **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.

## EDUCATION

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### MBA in Energy Management

09/2019 – 03/2023

Technical University of Berlin (TU Berlin)

## TECHNICAL SKILLS & COMPETENCIES

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### AI & Technical Expertise:

Azure AI Foundry • Python Development • Cloud Architectures • DevOps & Automation

### Customer-Facing & Domain Expertise:

POC Leadership • Customer Success • Technical Communication • Domain Learning

### Product & Business Development:

Product Innovation • Revenue Growth • Market Analysis • Strategic Thinking

## 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

tobias.ungermanns@buildingminds.com