

Ruchika Nagpal

Technical Account Manager
Red Hat

Contact Details

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Work Permit: Permanent Residency
(Niederlassungserlaubnis)

Skills

Cloud & AI Architecture:
AWS, Microsoft Azure, Hybrid Cloud, Azure AI, Generative AI Readiness, RAG architectures, SaaS/PaaS/IaaS.

Programming Languages : Python, Java, Javascript, C++

DevOps Tools : Docker, Podman, Kubernetes, OpenShift, Ansible, SALTStack, Jenkins, Terraform, Vault, GitLab CI/CD

Frameworks : LangChain, REST API, Robot, PyTest, Unittest

PreSales & Advisory: Technical Sales Strategy, Digital Transformation, C-Level Presentations, Consultative Selling Proof of Concepts (PoC), Envisioning Workshops.

CERTIFICATIONS

- Microsoft Azure Fundamentals (AZ-900)
- AWS Certified Cloud Practitioner
- Microsoft Azure AI Fundamentals (AI-900)
- Red Hat Certified in Container Technologies (EX-188)
- VMware Certified Professional in VMware Cloud
- VMware Certified Professional – Data Center Virtualization (VCP-DCV)
- VMware Certified Specialist – vSAN
- VMware Cloud on AWS – Trained Professional

Professional Summary

Multi-Cloud Solution Architect in Presales & Trusted Advisor with 11+ years of experience driving digital transformation for Enterprise and SME (Mittelstand) customers in the DACH and CEMEA region. Specialized in **Hybrid-Cloud Architecture**, **Cloud Migrations**, and **Business Continuity** (Disaster Recovery & Ransomware Recovery). **AI & Cloud Evangelist:** Specialized in guiding organizations through AI adoption, Hybrid-Cloud strategies, and modernization, bridging the gap between technical innovation and business value. **Customer Success Focus:** Proven track record as a Technical Account Manager (TAM) in securing technical wins, removing deployment blockers, and aligning infrastructure strategies with business value.

Experience

Specialist Technical Account Manager (OpenShift AI), Red Hat, Munich

2025 – Today

- **Strategic AI & Cloud Adoption:** Trusted technical advisor driving the adoption of OpenShift AI and Hybrid-Cloud solutions. Guide customers through secure, compliant AI implementation strategies aligned with enterprise goals.
- **Envisioning & Workshops:** Led architecture assessments and innovation workshops to demonstrate the value of AI/ML workloads and DevOps maturity to key stakeholders.
- **Customer Success & Growth:** Partner closely with Sales and Customer Success teams to identify expansion opportunities, generate pipeline, and ensure technical strategies align with business outcomes.
- **Accelerating AI Transformation:** Orchestrate the integration of AI/ML pipelines (MLOps) to speed up development cycles, directly enabling customers to realize the potential of AI productivity.
- **Technical Relationship Management:** Resolve complex platform issues and proactively improve performance, ensuring high customer satisfaction and retention.

MultiCloud Solution Architect (PreSales), VMware by Broadcom, Munich

2022 – 2025

- **PreSales Leadership:** Acted as the primary technical pre-sales lead for Enterprise customers, owning the technical win strategy for VMware Cloud on AWS solutions.
- **C-Level Advisory:** Collaborated directly with C-Level executives to align cloud strategies with business objectives, successfully driving digital transformation initiatives.
- **Driving Technical Wins:** Conducted compelling demos, PoCs, and architectural reviews that removed technical blockers and highlighted solution differentiation.
- **Key Achievements:**
 - **Driven Adoption:** Achieved 45% higher customer adoption of Cloud solutions through strategic consulting and value-based selling.
 - **Cost Optimization:** Delivered 30% reduction in infrastructure costs for customers by re-architecting solutions for efficiency.
 - **Thought Leadership:** Recognized subject matter expert (SME) for Cloud Architecture, delivering technical presentations at industry events.

Links

[Ruchika's LinkedIn \(Click Me\)](#)

[Ruchika's GitHub \(Click Me\)](#)

Languages

German (C1), English (Native)

- **Automation & Efficiency:** Led automation initiatives using Ansible and Terraform to demonstrate operational efficiency and scalability to prospective clients.

DevOps Engineer, Qualcomm, Munich

2019 – 2022

- **Continuous Improvement:** Managed and optimized CI/CD pipelines for critical software deployment, improving efficiency by **15%**.
- **Automation Frameworks:** Automated complex test frameworks (Python, Ansible), reducing test cycles by **20%** and accelerating time-to-market.
- **Cross-Functional Collaboration:** Built consistent development environments by bridging gaps between Developer, QA, and Infrastructure teams..

Automation Engineer, Liberty Global, Amsterdam

2015 – 2019

- **Quality Assurance:** Developed automated test frameworks (Python, Robot Framework, Ansible) shortening test times by **40%**.
- **Standardization:** Managed global test infrastructure and led multiple teams across Europe to standardize test environments to ensure consistent quality across markets

Education

Bachelor of Computer Engineering, MDU Rohtak

2011 – 2015