

CARLANDRA WILLIAMS

Strategic FinOps Architect & Product Owner | Cloud Economics Strategy

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PROFESSIONAL SUMMARY

Visionary FinOps Architect and Product Owner with 10+ years of experience designing enterprise-scale Cloud Economics programs. Specialist in building automated, multi-tenant cost attribution systems for \$200M+ portfolios across AWS and GCP. Proven expert in defining product roadmaps for FinOps tooling and architecting unit-economic models that align engineering velocity with financial accountability. **Recognized by leadership for a "brilliant attitude" and the unique ability to "translate data and analysis into meaningful insights."**

TECHNICAL PROFICIENCIES

- **Architectural Design:** Multi-tenant PaaS Cost Attribution, Kubernetes (EKS) Resource Governance, Tagging & Metadata Strategy, FOCUS Standard, Unit Economics, Chargeback/Showback Architecture.
- **Cloud & Tools:** AWS (Proficient), GCP, Apptio Cloudability (Advanced), VMware CloudHealth, BigQuery.
- **Data & AI Strategy:** SQL (Advanced), Python (Pipelines), Looker, Generative AI / Prompt Engineering.

PROFESSIONAL EXPERIENCE

Smarsh Inc. | Strategic FinOps Architect & Product Lead | 2024 – Present

- **Program Design:** Architected the initial FinOps roadmap from zero to operational maturity for a multi-tenant SaaS environment, improving cloud data quality by 40% and reducing manual reporting by 65%.
- **Autonomous Capabilities:** Directed the design of AI-native FinOps workflows using GenAI and Python to automate routine analysis, increasing predictive forecasting precision from 78% to 93%.
- **Multi-Tenant Strategy:** Engineered a cost-attribution model for a 15+ product global portfolio, enabling C-suite visibility into product-specific profitability and strategic optimization opportunities.
- **Strategic Governance:** Productized a disciplined cost-allocation framework that reduced global budget variance to ±3% via automated workflow integration and AI-powered anomaly detection.

Delta Air Lines | FinOps Product Lead | 2021 – 2024

- **Platform Architecture:** Architected cost-visibility products for a multi-tenant Kubernetes PaaS environment, successfully mapping container resource consumption to \$200M+ in annual AWS spend.
- **Technical Roadmap:** Led the selection and implementation of enterprise FinOps tooling (Cloudability), ensuring cross-platform data integrity for 45+ engineering squads and advancing maturity from Level 1 to Level 3.
- **Commitment Strategy:** Designed a high-impact RI/Savings Plan roadmap that secured \$1.5M+ in annual cost avoidance while maintaining 99.9% operational resilience across the infrastructure.
- **Cultural Transformation:** Achieved 92% tagging coverage via a proprietary automated tagging convention; evangelized Cloud Economics to 300+ engineers, driving \$800K in grassroots optimizations.

MarketSource Inc. (Nissan) | Senior Business Operations Analyst | 2021

- Directed data governance solutions and performance analytics across Salesforce and proprietary platforms for 25+ national representatives, ensuring alignment with enterprise audit standards.

Apex Systems (Delta Air Lines) | Business Systems Analyst | 2019 – 2020

- Accelerated InfoSec vulnerability remediation by 63% through cross-functional data analysis using SQL and Power BI, collaborating across Infrastructure, Application, and Security teams.

CERTIFICATIONS & EDUCATION

- **Oracle Cloud:** Foundations Associate, AI Foundations Associate
- **FinOps Foundation:** Certified Practitioner, Certified Engineer, Certified FOCUS Analyst.
- **AWS:** Certified Cloud Practitioner, Certified AI Practitioner (Candidate – Feb 2026).
- **Education:** Bachelor of Arts, Political Science | Georgia State University