Carlandra **Williams**

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SR. CLOUD FINOPS MANAGER

PROFESSIONAL SUMMARY

Strategic and result-driven FinOps leader with a strong foundation in IT Operations and a proven record of scaling cloud financial governance across enterprise AWS environments. Adept at aligning cloud infrastructure with cost optimization, policy compliance, and operational efficiency across dynamic environments using Apptio Cloudability, AWS Cost Explorer, AWS Budgets, and AWS Cost & Usage Reports (CUR). Proven success in transforming cloud spend data into high-impact executive dashboards through Power BI and Apptio BI, enabling CFO- and VP-level decision-making. Recognized for instilling a culture of cost accountability across engineering, product, and finance teams through tailored training programs, cloud-native tooling administration, and proactive savings strategy development.

- Cloud Financial Management
- Cloud Cost Optimization & Reduction Initiatives
- Cloud Operations Governance & Compliance
- Dashboard Visualization Creation & Presentation

- FinOps Program Development & Implementation
- IT Migration Project Manager
- Performance monitoring using OKRs & KPIs
- FinOps Maturity Model Expert

CERTIFICATIONS

AWS Certified Cloud Practitioner	2022 - 2028	**FinOps Certified Practitioner (FOCP)**	2023 - 2026
FinOps Certified FOCUS Analyst (FOCA)	2025 - 2027	**OCI Foundations Associate**	2025 - 2027
FinOps Certified Engineer (FOCE)	2024 - 2026	**AWS Certified Solutions Architect**	Expected 2026

TECHNICAL SKILLS & TRAINING

Advanced: Apptio Cloudability suite (TBM Studio, Apptio BI, Cloud Financial Planning), Microsoft Excel (VLOOKUPs, Pivot Tables, Macros), Microsoft SQL Server (aggregate functions, joins)
Intermediate: AWS Cost Explorer, Power BI, VMware CloudHealth
Familiar: Microsoft Visio, Python, ServiceNow, Tableau, Technology Business Management Framework
Excelerate Data Analyst Training: Microsoft Excel Project Management Dashboards, Microsoft Business Intelligence Bootcamp
The Management Center: For Managers: 2-Day Management Crash Course

PROFESSIONAL EXPERIENCE

Sr. FinOps Data Analyst, Smarsh Inc.   2024- Present
- Implements initial Smarsh FinOps program through defining requirements, identifying personas and stakeholders, prioritizing process changes and improvements to improve Cloud data quality for dynamic SaaS cost reporting across products, geographies, and customers.
- Develops scalable data analysis for cost and usage, forecasting, anomaly detection, and unit economics leveraging Cloudability, AWS native tools and Observability tools, where appropriate.
- Creates and distributes monthly and quarterly cloud costs, providing visibility on cloud spend, product profitability and analysis of the Cloud spend through custom and ad hoc reporting for Executives and the Board of Directors.
- Drives IT projects responsible for improving organizational processes, tool implementation and FinOps program expansion.

- Supports the monthly cloud budget process and monthly Invoice approval process by providing reporting, cost allocation and ownership of cloud resources.

Sr. Cloud FinOps Analyst, Infrastructure & Reliability, Delta Air Lines Inc.   2021- 2024
- Directed FinOps strategy and led a cross-functional team to implement cost optimization, accountability frameworks, and financial governance across $200M+ in AWS spend.
- Led cloud spend analysis and forecasting, leveraging Cloudability, Apptio BI, AWS Cost Explorer, and Power BI to drive $1.5M+ in cost avoidance initiatives and improve budgeting accuracy by 15%.
- Developed executive-level dashboards and KPIs to monitor service usage, unit costs, and savings plan utilization—informing monthly and quarterly finance reviews.
- Established a company-wide cloud cost allocation framework, partnering with IT Finance to streamline showback and chargeback processes.
- Championed FinOps culture, conducting advanced training programs and stakeholder workshops to embed cost-awareness across Engineering, Operations, and Leadership teams.
- Acted as administrator of enterprise FinOps tooling, ensuring platform integration, access control, and data governance standards across Cloudability, Apptio BI, and AWS-native tools.

Sr. Business Operations Analyst, Nissan, MarketSource Inc.   2021
- Led cross-functional reporting initiatives by designing, developing, and QA-testing data governance solutions across Excel, proprietary platforms, and Salesforce (Classic & Lightning), ensuring alignment with compliance and audit standards.
- Managed performance oversight processes for 25+ national sales representatives, delivering consolidated KPI dashboards to drive strategic decisions and quarterly business reviews.
- Acted as liaison between sales operations, leadership, and technical teams to ensure data integrity, accessibility, and governance protocol adherence across platforms.

Business Systems Analyst, Apex Systems (Delta Air Lines Inc.)   2019 - 2020
- Accelerated remediation of 63% of Medium and High security vulnerabilities by operationalizing team workflows, establishing process documentation, and aligning remediation timelines with leadership objectives.
- Partnered with Infrastructure, Business Application owners, and InfoSec teams to inventory legacy systems, prioritize remediation based on risk severity, and align with compliance requirements.
- Developed and maintained executive-level dashboards and reports using Microsoft Excel, MS SQL, and Power BI to track vulnerability metrics, SLA compliance, and remediation progress.

Interim Programs Director, Georgia Shift   2018
- Managed 3 statewide civic engagement programs of 20+ employees, meeting national funder targets of 20,000+ direct engagements with an operational budget totaling $50,000.
- Analyzed national datasets to determine sample population, identifying trends, targeting resource allocation and using A/B testing to optimize responses and timelines.
- Communicated analytical findings to program stakeholders, facilitating a clear understanding of insights and program management strategies.

Program Coordinator, Women Engaged   2017 - 2018
- Supervised execution of Voter Engagement program operations, coordinated daily schedules for 30+ employees and volunteers, analyzed national and statewide datasets for program timeline creation and resource allocation and funding reports.
- Implemented program policies and quality control measures leading to a 10% increase in efficiency, totaling 16,000+ unique Atlanta citizens engaged via phone, in-person and by mail.
- Planned and coordinated civic engagement and educational activities for 25+ statewide partners and 4 national donor site visits.

Asst. Project Manager, Ackerman Security   2013 - 2017
- Managed 25+ problem-free projects monthly, completing 85% under budget with a 94% completion rate under contracted time through sourcing national technician
- Managed security, fire and camera system maintenance for National Account portfolio of $15M+ including Books-A-Million, RBI brands, and Planned Parenthood.
- Designed and co-wrote branded Commercial and Residential Customer Knowledge Libraries containing Troubleshooting Playbook for Fire, Security and Camera systems; How-To Guides and Shared Responsibility Model from identifying most commonly reported customer issues and combining technician knowledge share.

EDUCATION

Bachelor of Arts, Political Science, *Georgia State University*

VOLUNTEER EXPERIENCE

Zeta Phi Beta Sorority, Inc.   2019 - 2020

Technology Committee Chair
- Implemented new technology platforms (ZOOM, Election Buddy) to increase effectiveness.

Co - Membership Intake Coordinator
- Developed and coordinated social and volunteer programs and projects.