USHA RAO

Principal Solutions Architect

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EXPERIENCE

Principal Solutions Architect

Amazon- AWS

📅 11/2020 - 05/2025   📍 San Francisco, CA

- Developed the P2C self-service portal using AWS Bedrock, rolling out to 2,600 Marriott properties in 2025, that reduces infrastructure cost by 30%
- Launched chargeback solution, debuted at AWS re:Invent 2024 for Hospitality sector
- Executed P2C TCO assessments across North America and EMEA
- Delivered P2C pilot, facilitating PR1DC data center exit and application discovery
- Built AI agents using frameworks such as Phidata, Langflow, and models from Groq, Amazon and OpenAI
- Built machine learning models using SageMaker for EA and Roku ML teams
- Migrated Big Data with Looker analytics to AWS suite
- Redesigned Electronic Arts AWS organization structure to single-org multi-account structure, implemented IAM best-practices
- Designed Cybersecurity threat intel and threat detection architectures using AWS security lake.
- Built AWS CodeSuite Backstage plugin, that won 2022 Best Implementation Award, during hackathon event

Director Cloud Converged Solutions

Hitachi- DevSecOps

📅 05/2019 - 06/2020   📍 Santa Clara, CA

- As a Sr. Director led converged solutions (Cloud, IoT, Data Management, Analytics) architecture, delivery team of 18
- Delivered IoT Service Hub converged solution which is built on hybrid cloud
- Managed global DevSecOps team to deliver CI/CD, integrated development and product security tools to support converged solutions
- Defined and delivered dashboards to cover product quality and operational metrics for CTO and SVP of product

Director

Oracle- OCI

📅 09/2010 - 05/2018   📍 San Francisco, CA

- Led team of 240+, implementing Sales & HCM Cloud integrations, managed $65M annually
- Reduced implementation time by 60% with pre-built solutions
- Partnered with VP to migrate customers to Oracle Cloud across major portfolios
- Built & scaled CSM team to 40 FTEs, developed CSM strategy
- Hosted 100+ developer meetups yearly, boosting attendance by 8x
- Portfolio management contributed to $250M in revenue, $50M+ in profit

SUMMARY

SOLUTIONS ARCHITECTURE ~ SECURITY ~ CI/CD ~ NETWORKING ~ MACHINE LEARNING ~ DATA ANALYTICS ~ PRODUCT DEVELOPMENT ~ CLOUD Usha is a proven, hands-on leader with 12 years of experience in customer-facing roles, including over 8 years in cloud transformation, solutions architecture, and delivery. A seasoned professional in driving execution across geographically diverse teams, she brings a strong background in cloud technologies, networking, and machine learning. Well-versed in implementing best practices and scaling technical teams to meet business objectives. A strategic thinker with extensive experience presenting solutions to C-level executives.

KEY ACHIEVEMENTS

💎 **Reduced Implementation Time**

Reduced customer implementation time by 60% through innovative pre-built solutions.

💎 **Led Large Integration Team**

Led a team of 240 to implement Sales Cloud integrations, contributing $65M annually.

💎 **AWS Best Implementation Award**

Built Security Data Lake at Marriott, winning AWS Best Implementation Award in 2022.

💎 **P2C Portal Development**

Developed P2C portal using GenAI platform Bedrock, rolling out to 2,600 Marriott properties in 2025

LANGUAGES

English
Native   ●●●●●

EXPERIENCE

Director

VMware

📅 05/2018 - 2019   📍 Palo Alto, CA

- Migrated Airwatch, Cloud Health and VeloCloud acquisitions to Cloud Subscription Delivery platform and Cloud Services Platforms respectively
- Migrated acquisition company's CRM systems to VMware Sales CRM
- Post migration acquired Airwatch partner operations team of 8, responsible for customer enablement and tier-3 channel support of $64M per quarter bookings
- Defined e2e sales motion (Deal Desk, CRM, PartnerCentral, Gainsight) and use-cases for VMC on AWS GovCloud
- Built real-time Analytics dashboard to track SaaS consumption, internal and external KPI's

SaaS Ad Program Management Director

Yahoo!

📅 10/2009 - 08/2010   📍 Santa Clara, CA

- Led the global product PMO team to deliver core SaaS products for the Advertising Product Group-GD2, IMS2, and the Pricing Engine- which accounted for 84% of company revenue
- Used a time-based Agile Scrum development methodology
- Delivered a breakthrough ad product leveraging behavioral targeting, predictive analytics, and machine learning
- Established a framework for CI/CD best practices and drove process improvement initiatives across the Advertising Product Group

Sr. Software Engineer | Manager, SDE

Cisco

📅 04/2006 - 09/2009   📍 San Jose, CA

- Led global product development and test team for the Cisco Unified suite of IP Telephony voice products, including Cisco Unified Service Monitor and Cisco Unified Operations Manager, across multiple releases.
- The product was recognized as Product of the Year by internal and external and organizations.

EDUCATION

MS, Computer Science

Santa Clara University

📅 01/2012 - 05/2012   📍 Santa Clara, CA

- CS (Engineering Management), Dean's list, 3.96/4.0 GPA

Stanford Advanced Program Management

Stanford

📅 2011   📍 Stanford, United States

B.Tech., Computer Engineering

Pune Institute of Computer Technology

📅 2004 - 2006   📍 Pune, India

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