

VAMSI VIKASH ANKAM

AWS SPECIALIST TECHNICAL ACCOUNT MANAGER

CONTACT

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LINKS

LINKEDIN

<https://linkedin.com/in/vamsivikash>

GITHUB

<https://github.com/vamsivikash>

MEDIUM

<https://vamsivikash.medium.com>

EDUCATION

North Carolina State
University
2014-2016

- Master's in Computer Networking
- Internet of Things (IoT) Specialization
- NC RIOT Hackathon winner – Beerometer Project

EXPERIENCE

Sr. Technical Account Manager

2019-Present

- Earned trust and helped modernize enterprise applications for a multi-billion-dollar global customer. Consistently achieved 4.5+/5.0 on customer satisfaction scores every quarter.
- Experienced in handling support escalations, technical enablement's, launch event readiness, Quarterly Business Reviews, deep-dive account analysis, and advocating with the Product teams.
- Designed a serverless application to proactively notify the customer's business teams in case of a large-scale event, thereby reducing support escalations by 18%.
- Reduced the customer's cloud operational cost by 12% YoY by adopting cloud-native migration patterns and pay-as-you-go models.
- Delivered 23 technical deep-dive sessions (bi-annually) for multiple Strategic and Enterprise customers on Application Modernization, Performance optimization, Serverless architectural best practices and Monitoring and Observability workshops.
- Effectively coordinated with the Sales and Account teams and generated a long-term Serverless strategy which increased the customer's Serverless spend by 56% in 2020.

AWS Cloud Support Engineer

2016-2019

- Educated >750 Enterprise and Business customers on cloud best practices, performance optimization, and deep-dive sessions with a quick (< 1 day) resolution time.
- Advocated, mentored, and coached the AWS Support team with training sessions, labs, and workshops. Researched multiple newly launched AWS services (Beta Access) every year and provided white-glove service to Enterprise customers. Raised the AWS Support bar with significant case resolution time (< 1 Day).

SKILLS

- AWS Serverless – 300+
- AWS Core Services – 300
- Cloud architecting – 300
- Javascript – 200
- Web app dev – 200
- Kubernetes – 200
- Databases – 200

AWARDS

- MVP Award – Serverless
Field Community
- Excellence Award –
Premium Support
- Customer Obsessed –
Premium Support
- Best Project Design
Award – NC State

CERTIFICATIONS

- AWS Solution Architect
Associate
- AWS Developer Associate
- AWS Systems
Administrator Associate
- Certified Kubernetes
Developer

- Redesigned and revamped the promotion process with a Live customer simulation to assess the support engineer's capability. Lead a team of 30 SME's, coordinated with the senior leadership, and developed the Support Knowledge content.
- First Globally (across AWS Support Organization) recognized AWS IoT SME. Advocated with the AWS Engineering and Product teams to mirror customer's voice to assist launch 8 new IoT services.

Web Developer

2012-2015

- Developed, and maintained the Research Commitment Tracking System (RCTS) web pages for the NC State Graduate school website. Optimized the build, deploy scripts which reduced the deployment time by 24%.
- Planned, coordinated, and built the Victoria Pavilion website for the NC State English department. Enhanced the Immersive UX experience using Unity and the site's responsiveness for multi-device support.
- Reduced the server administration cost by 9% by hosting and developing an in-house Server monitoring dashboard. Researched, planned, and designed the dashboard portfolio from ground up.

PROJECTS

Vehicle Infotainment System

Designed and built a solar-powered Pi Infotainment system that hosts books, videos, music, and games that can be accessed offline by the passengers using a web browser.

Home Ad Blocker

Built a cost-effective ad-blocker using Raspberry Pi to block the Ads traffic and boosted the home network bandwidth. Improved security using a custom open-source Firewall (IPFire).

Web Scraper

Built a real-estate web scraper to collect customized metrics for 6 months and analyzed the data using AWS Quicksight to determine the best home price for the desired location.

Tardigrada

Designed and built a highly- scalable, highly- available, and durable Serverless application deployment pattern on AWS. Despite the services available Active-Active, the customer only pays for what they use. This multi-region deployment can be easily extended to a multi-cloud approach.