



Ananya Dhingra

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Summary

Strategic and product-driven leader with demonstrated success in delivering enterprise cloud transformations and overseeing \$10M+ in ARR. Skilled at driving growth through cross-functional execution, product innovation, and operational strategy. Expertise in aligning technology with business goals, leading architecture, DevOps, and GenAI integration, improving customer retention, and enabling data driven outcomes.

Professional Experience

Technical Account Manager | Amazon Web Services | Gurugram

- Managed large enterprise customers contributing **\$10M in Annual Recurring Revenue (ARR)** by leading cloud adoption, security enhancements, and cost optimization initiatives on AWS.
- Built strong relationships with senior client stakeholders** including executive leadership and product/technical heads by guiding high-stakes deployments and resolving critical escalations during new service launches and large-scale events.
- Championed AWS GenAI adoption** by delivering 10+ targeted workshops and hands-on demos, directly influencing multiple enterprise customers **to integrate GenAI solutions into their production environments**.
- Collaborated with cross-functional teams-support engineers, service teams, product managers and solution architects to deliver complex multi-service solutions, leveraging indirect influence to drive successful outcomes for clients.
- Led Executive Business Reviews and shaped Cloud Operations Strategy** for MarTech, FinTech, and RevTech customers, directly influencing customer cloud strategy and operations.
- Identified and converted **upsell opportunities into \$100K in realized revenue** by driving executive buy-in for new service adoptions and workload migrations.
- Ensured 100% customer retention on AWS by preventing early exits and securing contract renewals.
- Translated business and functional requirements into robust, scalable technical architectures**; developed proofs of concept (PoCs), and ensured successful end-to-end solution deployment.
- Delivered 10+ technical workshops, each with 50+ participants, **on DevOps, networking**, and cost optimization, enabling customer teams to maximize AWS capabilities.
- Led a large customer's transformation** from monolithic architecture to cloud-native SaaS, enabling seamless migration from legacy on-premise databases to scalable, modern cloud infrastructure
- Drove the identification and **execution of operational enhancements** across customer environments, leading to 30% improvement in performance and cost
- Partnered with product and engineering teams to deliver cloud features shaped by real-world enterprise use cases.

Cloud Engineer | Amazon Web Services | Bangalore

- Led 15+ critical escalations, turning negative customer experiences into positive outcomes; accelerated recovery and drove customer success, **earning recognition in AWS Weekly Wins** and visibility from senior leadership.
- Conducted infrastructure readiness reviews for large live streaming events/product launches, ensuring scalability to support 10M+ concurrent viewers with zero downtime. Built an internal portal aggregating new resource metrics, proactively monitor event health, and reduce errors.
- Published 10+ curated solution documents** including internal service workflows, integration guides, and customer-facing solution sheets, contributing to enhanced technical clarity and faster resolution across support and engineering teams.
- Streamlined DevOps pipeline processes** for internal code deployments, reducing manual interventions and increasing deployment efficiency and reliability across cross-functional teams.
- Led customer and internal enablement sessions- including during new product launches-as part of the Builder and Developer Tools specialised team(technical field community); enabled efficient AWS service usage through best practices and performance optimization.

Education

BTech Computer Science - MSIT, Guru Gobind Singh Indraprastha University | *New Delhi*

2015 - 2019

Accomplishments

- AWS Q3 All Star Award (2024):** Awarded to top 5% performers for outstanding contributions to customer success and cloud transformation. Helped a critical \$1M USD cloud transformation for multiple workloads to AWS ensuring workload stability and cloud readiness.
- AWS Wise Guru Award (2023):** Recognized for upskilling the team through 10+ training sessions, mentoring new hires one-on-one, and authoring internal articles for edge case scenarios and new solutions.
- AWS Bolster Award (2022):** Recognized for exceptional ownership in high-stake scenarios, demonstrating commitment to team success and customer satisfaction.
- Full tuition fee waiver scholarship:** Got highest CGPA in class X and above 90%(among top 5% percentile students out of 700) in class XI. Got scholarship for full tuition fee in class XI and XII.

Certifications

AWS DevOps Professional
AWS Developer Associate
AWS SysOps Administrator

August 2023
March 2022
March 2021

Extra-Curriculars

- 3rd Place, Fresher's Welcome Debate (*British Parliamentary Format*), IIM Ahmedabad – Jul 2025
- Sponsorship and Publicity Head, Entrepreneurship Cell, MSIT – Initiated the cell, secured sponsorships and organised the E-Summit featuring industry experts.
- Placement Coordinator, 2018 – 19, MSIT
- Event Host, B.Tech Farewell – 2018, MSIT