

IMAYA KUMAR JAGANNATHAN

Seasoned tech leader, visionary, book author, public speaker, architect, and hands-on developer with 22+ years of experience in technology, specializing in leading global technical experts to achieve or exceed business goals while maintaining work-life harmony. Hands-on experience in internet-scale application architecture design, observability, go-to-market, and technical sales/pre-sales activities. Passionate about creating customer-centric solutions and mentoring technical resources. Presented at top global technology conferences, and authored numerous public technical articles.

SKILLS

- **Executive Engagement, Technical Strategy, Thought Leadership, Architecture, Digital Transformation**
 - Expert in engaging C-level executives, translating complex technical concepts into actionable solutions, and fostering collaborative partnerships to achieve shared business objectives. Passionate about staying at the forefront of industry trends and leveraging innovative technologies to deliver exceptional customer value
 - Mentor, and inspire team members, cultivating a high-performance culture to achieve a common goal
 - Define short and long-term technical strategy/architecture for organizations to achieve optimal results
- **Pre-Sales, Sales, Go-to-Market**
 - Expertise in devising execution strategy for technical architects involved pre-sales, sales and go-to-market activities
- **Hands-On Technical Skills**
 - Deep technical expertise in software architecture and infrastructure design, hands-on software development, technical decision making, tool evaluation and consolidation, and deep expertise in Observability tools, and best practices
 - Technical expertise in all major AWS services, software development using C#, Python, PowerShell, TypeScript

EXPERIENCE

Amazon Web Services- Atlanta, GA — Sr. Manager WorldWide Specialist Solution Architecture & Principal Specialist Solution Architect - 2018 - PRESENT

- Led the WorldWide Specialist Solution Architects that support a \$4.2B business with Solution Architecture guidance and technical activities related to go to market initiatives.
- Responsible for goal setting, prioritizing strategic projects, motivating team members, performance evaluation, and delivering results aligned with top level organizational goals.
- Presented break out sessions, delivered workshops, spoken at Customer Executive Briefings in every single AWS re:Invent conference since joining AWS in 2018 to till date. I have also presented at several other public conferences such as AWS re:Invent, KubeCon, SLOConf, and DeveloperCon.
- Written and published over 70 technical blogs and articles on the official AWS blog channels.
- Led the creation of the official, public facing AWS Observability Workshop covering all major Observability services. The workshop is one of the top 5 most used workshops at AWS, and has impacted more than \$2.5B in sales opportunities. Used in over 6,500 customer events, 60,000 users, and 5M page views. I started the creation of the workshop single-handedly and later mentored over 75 contributors across different continents. The workshop is available in English, Japanese and Korean languages. - <https://observability.workshop.aws>.

- Led the creation of the official AWS Best Practices Guide - The guide has over 250,000 views per year and is used by thousands of AWS technical field experts as the go-to location for Observability related technical expertise.
- Architect of the AWS Observability Accelerator for Terraform and CDK projects that allow AWS customers to deploy an opinionated Observability setup in their environment. These open source projects have been deployed in over 30,000 customer instances supporting a variety of Observability use cases.
- Creator of the AWS Observability Maturity Model to help with the go-to-market (GTM) strategy of AWS Observability services. The model is the official AWS opinionated proposal of how organizations should approach Observability posture. Using this, the GTM teams go through a technical questionnaire along with their customers that helps determine the Observability maturity level. This generates leads for GTM teams to establish business development opportunities.
- As a Lead worldwide specialist SA, was part of the core team to launch 3 major tier-1 AWS managed open source observability services Amazon Managed Service for Prometheus, Amazon Managed Grafana, and AWS Distro of OpenTelemetry. Lead the internal and external enablement strategies by creating launch blogs, videos, training sessions for AWS field teams, hands-on technical content, and other sales material. As a result, scaled the internal field technical expertise over 250 members worldwide, who contribute to sales and go-to-market initiatives.
- As a Lead worldwide specialist SA, was part of the core team to launch 9 different tier 2 AWS services in the Observability space and was solely responsible for all technical content development, go-to-market initiatives, beta programs for early feedback and field enablement. These services have hundreds of millions of dollars in revenue.

Bisk Education - Tampa, FL – Director of Software Engineering - 2016 to 2018

- Responsible for devising technical strategy for the organization, working closely with the VP of Software Engineering and the CTO.
- Evaluation of CRM systems to replace a legacy system and helped roll-out Salesforce organization wide. This helped improve visibility into Bisk's sales pipeline, and students.
- Set enterprise technology architecture strategy for the organization, developed a tool selection methodology and guidance for evaluating required software. This resulted in consolidating various tools and simplifying the overall technology footprint and lower costs.
- Lead a team that was responsible to design AWS based, internet scale software systems for Student application processing, Payment processing, Online ordering and University partner integration activities that resulted in easier system integration with external systems
- Manage a team of architects and developers, set development best practices, architecture best practices, and implemented agile software development culture.
- Transformed development culture to Agile and DevOps, improved release processes, and deployed Azure DevOps for CI/CD.
- Led Architects to design cloud-based Enterprise Service Bus and API Management, enabling easy integration with university partner systems.

Convene Technologies - Tampa, FL – Senior Solutions Architect - 2014 to 2016

- Architect, Design and Deliver a multimedia-based Web and Mobile solution for a Healthcare Media network customer hosted on Azure. The application fully automated doctor office visits resulting in 60% productivity increase, 25% reduction in travel expenses, and 300% reduction in average business process time.
- Worked with the ServiceNow product team to architect and build new product features in their platform to support self-service Cloud provisioning systems for AWS, Azure and Rackspace, this module was later implemented as a product feature in the ServiceNow software.
- Deliver a complex DevOps project successfully using TeamCity, Artifactory, SiteCore, Powershell and ASP.NET technologies which resulted in establishing a new delivery practice for Convene, gaining new customers.

Microsoft, Hyderabad – Consultant / Program Manager - 2006 to 2014

- Setup deployment architecture, developed tools, and deployed Microsoft Mediaroom services in several large US cities to help Microsoft deliver Live and VoD TV services through AT&T.
- Managed feature selection and implementation in pre-release products for Technology Adoption Program in 15 countries.
- Executed 3 Technology Adoption Programs for Windows Server and SQL Server, delivering Architecture Guides and Best Practice documents.
- Served as Technology advisor for several SharePoint Cloud Pack development and deployment projects at Microsoft.
- Led over 7 Application Compatibility, and Application Virtualization projects for US customers during Windows 7 migration and application virtualization projects, including leading
- Was the lead tool developer for the world's largest Exchange Online migration project in the history of Microsoft. Developed critical tools to solve project needs that eventually became part of the migration tool itself.

Other Experiences - Software Engineer - 2002 to 2006

- Hewlett Packard
- Virtusa Corporation

EDUCATION

University of Madras – Bachelor of Information Technology - Graduated in 2002

Government Polytechnic College, Krishnagiri – Diploma in Information Technology - Graduated in 1999

AWARDS

- AWS "Inspiration Award" in June 2023 for mentoring worldwide technical architects to achieve exceptional results
- Awarded as the "Top Resolver" of Specialist Requests at AWS in the year 2021, and 2022
- Received over 25 accolades from senior technical employees and leaders at AWS for my contributions in key projects
- Received accolades from Bill Gates for my "Think Week" innovation paper about "Smart Advertisements in Television"
- Received the "Big Team" global award from Steve Ballmer for developing innovative tools in the largest Exchange migration project at Microsoft in 2009
- CPE Champion Award for in year 2008 at Microsoft
- CPE Champion Award for High Customer satisfaction in year 2011 at Microsoft