

# Daksh Dua

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## SKILLS SUMMARY

Results-driven Technical Account Manager with 4 years at AWS delivering enterprise-level technology solutions and managing complex client implementations. Demonstrated success in translating business requirements into customized solutions, contributing to \$250K in new sales within 6 months and improving client retention by 15%. Expert in project management across full implementation lifecycles, from architecture planning to successful launch. Skilled in cross-functional collaboration with sales, engineering, and product teams to optimize customer journeys and drive strategic initiatives. Proficient in API implementation, cloud architecture, and technical problem-solving with experience developing proof-of-concept environments that reduced sales cycles by 30%. Recognized for outstanding performance in enterprise B2B transactions. Committed to continuous improvement of implementation processes and delivering exceptional client experiences while maintaining rigorous project timelines and quality standards.

## RELEVANT WORK EXPERIENCE

### Amazon Web Services (AWS)

*Toronto, Ontario, Canada*

#### Enterprise Technical Account Manager

*2020 – 2024*

- Led cross-functional teams to deliver customized AWS solutions, contributing to \$250K in new sales within 6 months.
- Developed and implemented client onboarding strategies, improving retention by 15% and expanding service adoption through proactive project management.
- Managed multiple projects for enterprise clients, driving a 30% year-over-year increase in cross-sales of AWS security, database, and analytics tools.
- Spearheaded the creation of 25+ proof-of-concept environments, reducing sales cycle times by 30% and streamlining client workflows.
- Facilitated strategic planning sessions to optimize customer support, resulting in a 10% increase in AWS service usage.

### Construction Safety Nova Scotia

*Dartmouth, Nova Scotia, Canada*

#### Information Technology Specialist

*2019 – 2020*

- Configured and standardized the Learning Management System (LMS) using SCORM, ensuring scalability and consistency across training modules.
- Planned and led the development of a SharePoint site as a cloud repository, utilizing agile methodology to manage project sprints and align with business goals.
- Prepared and documented IT policies and workflows, including network topology, SharePoint structure, user permissions, and custom web features, to support project scalability and governance.

### Sobey School of Business

*Halifax, Nova Scotia, Canada*

#### Machine Learning Research Assistant

*2018 – 2019*

- Led data collection projects, using Python and the Wayback Machine to analyze archived webpages and study the correlation between website color content and EPA violations.
- Automated data extraction processes by coding web scraping algorithms with Python and BeautifulSoup, streamlining the collection of government procurement and financial documents.
- Developed and managed machine learning models with TensorFlow to analyze large datasets, including building deep learning algorithms to predict U.S. Gubernatorial election outcomes.

### Jetasonic Technologies Inc.

*Dartmouth, Nova Scotia, Canada*

#### Software Engineer

*2018 – 2019*

- Led the development of a data visualization GUI in C++ and Qt, processing real-time sonar signals into interactive 3D sea bottom maps, optimizing data handling for large-scale surveys.
- Managed the design of custom algorithms and BI tools for autonomous vessels, analyzing sensor data to improve routing and fleet management, resulting in a 3% increase in productivity.
- Oversaw testing and quality assurance processes, ensuring 100% traceability to requirements and reducing QA time by 25% through automated testing and detailed test planning.

**Saint Mary's University**

*Halifax, Nova Scotia, Canada*

**Website Designer**

*2017 – 2018*

- Led the redesign of the residence life section of the university website, improving user experience through web analytics and design optimization.
- Managed content restructuring using TerminalFour CMS and hosted training sessions for student leaders on Microsoft Office 365.
- Developed SEO strategies by researching keywords and creating optimized content, increasing website traffic through targeted improvements.

**Saint Mary's University**

*Halifax, Nova Scotia, Canada*

**Research Assistant**

*2016*

- Collaborated on an agile team to develop an ERP web application, centralizing information across various ERP facets and ensuring timely project delivery.
- Led the implementation of key features, including user authentication and web service integration, and contributed to database design in SQL.
- Managed the development of a web interface, retrieving data from a MongoDB to calculate optimal thermostat settings based on user-entered GPS coordinates.

AWARDS AND RECOGNITIONS

**Amazon Web Services.**

*Toronto, Ontario, Canada*

**Outstanding Performance Award**

*April 2021*

Won the TAM quarterly award for outstanding performance within first 10 months of joining the company. This award is presented to the candidate if they raise the bar in performance in B2B transactions and lead collaboration with cross functional teams to deliver high customer satisfaction in Enterprise sales.

**NASA**

*Halifax, Nova Scotia, Canada*

**NASA Space Apps Challenge**

*October 2019*

Achieved 1<sup>st</sup> place out of 13 teams by solving the Ocean Cleanup challenge by NASA by designing a modular research system to track the density and concentration of micro-plastics in the ocean(s) and to remove them out of the surface of water.

**Massachusetts Institute of Technology/NASA**

*Los Angeles, California, USA*

**Minor Planet (Intel ISEF)**

*May 2014*

Honored with a minor planet after my name from Massachusetts Institute of Technology (MIT), USA under CERES connection program for winning the Intel International Science and Engineering fair (ISEF).

EDUCATION

**Saint Mary's University**

*Halifax, Nova Scotia, Canada*

**Bachelor of Science**

**Double Major:** Computer Science and Business Administration

CERTIFICATIONS

**Project Management Institute.**

**CAPM® Certified Associate in Project Management**

*2025 – In Progress*

**Amazon Web Services**

**SysOp Administrator- Associate**

*Feb 2021*

**Amazon Web Services**

**Solutions Architect- Associate**

*October 2020*

**Amazon Web Services.**

**Cloud Practitioner**

*August 2020*