Chris Brown

Tech Leader Shaping the Future of Cloud & AI |
Enterprise Strategy | Exec Coach | Bar Raiser
@ AWS

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- Strategic technology leader with 15+ years of experience across enterprise operations, AI enablement, and executive advisory. At Amazon Web Services, I lead large-scale transformation efforts for Fortune 100 organizations and oversee high-performing teams aligned to $5B+ accounts.
- I've championed the rollout of generative AI solutions across Amazon-training hundreds of employees and guiding the development of internal tools that improve operational efficiency, elevate communication, and accelerate decision-making.
- As a certified doc and blog bar raiser, I advise senior leaders through Amazon's Escape Velocity executive onboarding program and regularly coach teams on writing with impact and leading with clarity. I'm passionate about scaling innovation through a mix of operational rigor, strong communication, and strategic experimentation-especially in areas where cloud, AI, and human decision-making intersect.

EXPERIENCE

Amazon Web Services (AWS), United States
SEP 2016 - PRESENT

Enterprise Support Manager - Strategic Accounts

- Lead support operations for a $5B+ global account, scaling the TAM organization from 7 to 30+ to support one of AWS's most complex and strategically significant customer.
- Directly manage senior individual contributors; known for exceptional talent development-promoted the first Principal IC in org history, with dozens of successful L4→L5 and L5→L6 transitions.
- Drive operational innovation by designing and overseeing the development of LLM-powered internal tools used by thousands of employees-automating reporting, issue triage, and case summaries to improve consistency, reduce workload, and elevate executive communication.
- Led a business transformation engagement with a major global technology partner in a unique bidirectional customer/vendor relationship-guiding their customer success leadership through AWS's incident management practices and tooling, resulting in significantly faster, higher-quality post-incident reviews and long-term improvements to their global support model.
- Serve as a generative AI program leader across AWS Support-training hundreds of employees on LLM use cases, prompt design, and AI/ops integration to streamline workflows and scale knowledge. - Led personal branding workshops for account and sales teams across AWS, helping employees strengthen executive presence, sharpen written communication, and amplify influence across functions.
- Trusted escalation partner for VPs and GMs across AWS (including EC2, RDS, and networking) during complex customer incidents and cross-service challenges.
- Regularly collaborate with Sales, Solutions Architecture, and Product GMs to align business objectives, develop joint plans, and resolve enterprise-level blockers. - Certified bar raiser for both internal documentation and public blogs; coach for Amazon's Escape Velocity executive onboarding program, where I train new leaders on high-impact writing, communication, and strategic leadership.

Enterprise Support Lead

- Acted as the technical and strategic lead for one of AWS's most high-profile enterprise accounts, driving alignment across TAMs, architects, and sales leaders to ensure operational and strategic success. - Supported a major global software provider during the COVID-19 pandemic to ensure uninterrupted operations across healthcare, supply chain, and manufacturing sectors. Led efforts to stabilize and optimize cloud infrastructure at a time of unprecedented disruption.
- Defined vision, goals, and execution plans for a cross-functional team of TAMs, ensuring delivery excellence and proactive engagement for mission-critical workloads. Identified and addressed gaps in support operations; proposed and piloted new tools and processes that scaled across the organization.

- Mentored engineers across levels and played a key role in talent development by identifying high-potential individuals, advocating for promotion readiness, and contributing to the long-term growth and succession planning of AWS Enterprise Support.
- Developed and reviewed executive-level reports for customer health, business risk, and technical escalations-ensuring senior stakeholders had clear, high-impact insights.
- Served as a technical reviewer, editor, and bar raiser for the Windows on AWS blog, helping shape external-facing technical content to meet Amazon's highest communication standards.

Senior Technical Account Manager

- Served as a trusted advisor to a global enterprise software company undergoing a critical transformation from a managed service model to a modern SaaS platform. Partnered with senior leadership-up to the SVP level-to guide strategy, troubleshoot challenges, and support long-term modernization goals.
- Led comprehensive cloud operations reviews to improve system resilience and operational efficiency across a complex, interconnected architecture. Advised on performance tuning, dependency management, and API optimization to enhance reliability at scale.
- Provided hands-on leadership in rearchitecting a unified maintenance window strategy across multiple product suites. Collaborated with internal AWS teams and customer stakeholders to align capacity planning, API limits, and customer experience, ensuring smooth, coordinated execution.
- Supported multinational enterprise customers with $150M+ annual revenue, driving success through operational excellence, architectural guidance, and a deep understanding of mission-critical business needs. - Served as AWS Enterprise Support's Microsoft Area of Depth lead, working closely with the Microsoft Technical Field Community to address hybrid architectures and optimize performance.
- Mentored TAMs and engineers across levels, contributing to organizational growth, knowledge sharing, and delivery excellence.

Technical Account Manager

- Supported AWS's largest and most complex strategic customers as part of the U.S. Select/Strategic account group-providing deep operational oversight for environments supporting 60M+ global end users.
- Oversaw cloud infrastructure spanning 30,000+ EC2 instances and 80,000+ storage volumes, working directly with customer architects and AWS service teams to ensure performance, availability, and scalability.
- Acted as a trusted technical liaison to Director, VP, and C-level executives-translating complex architectural challenges into actionable plans aligned with business objectives.
- Provided architectural guidance to optimize RTO/RPO, reduce cost, and drive operational excellence across mission-critical workloads.
- Partnered with AWS product teams to influence roadmap decisions based on enterprise feedback and emerging use cases.

Accenture Federal Services, Washington D.C. Metro Area

September 2012 - August 2016

Various Roles – Software Engineering & Cloud Architecture

- Rapidly advanced from Software Development Analyst to Software Engineering Manager, delivering secure, cloud-native solutions for defense and civilian agencies at national scale.
- Pioneered secure government cloud adoption by launching the first U.S. Federal application on Microsoft Azure, creating a model for subsequent public sector migrations.
- Acted as Federal Lead for Microsoft Azure capabilities within Accenture's Microsoft Technology Growth Platform, serving as a trusted technical advisor to major DoD stakeholders.
- Presented live demos to 2-star generals and partnered directly with the CTO of the U.S. Air Force to align solution design with mission objectives and compliance requirements.
- Designed and implemented a secure self-service cloud portal for PaaS provisioning, driving automation and standardization across high-security environments.

- Developed reusable cloud security frameworks using SAML, WS-Federation, and PKI to support identity and access control across mission-critical systems.
- Spearheaded the development of a modern DevOps delivery pipeline leveraging CI/CD automation, version control, and open-source tools to increase release velocity and resilience.

Avanade, Greater Seattle Area
JULY 2011 - SEPTEMBER 2012

Solution Developer

- Led architecture and development for USPS Merchant Returns, a SaaS solution that enables retailers to configure chargeback-based return shipping through the United States Postal Service.
- Rebuilt the product's user interface from the ground up to improve usability, reliability, and onboarding efficiency for merchants.
- Designed and implemented location-based routing logic to optimize package return flow, reducing shipping costs and delivery time for both merchants and USPS.
- Expanded product capabilities to support international shipping in partnership with Canada Post-extending reach and flexibility for enterprise customers.
- Acted as primary technical point of contact with USPS stakeholders and merchant customers, delivering custom integrations and post-deployment support.

Harmonia Holdings Group, LLC, Blacksburg
MAY 2010 - JUNE 2011

Junior Developer

- Lead developer on multiple SBIR-funded research initiatives for NIH and the U.S. Army, focused on data mining, storytelling, and statistical visualization tools.
- Promoted to lead the Quality Assurance team; oversaw final release testing, regression suites, and automated workflows.
- Recognized as Developer of the Month (March 2011) for technical contributions and leadership within a fast-paced R&D environmen
- Contributed to technical proposals and federal reporting documentation, gaining early experience with government clients and research programs.

EDUCATION

Virginia Tech
JANUARY 2007 - JANUARY 2011

Bachelor of Science, Computer Science

Harvard Business School Online

CORe and CLIMB

Credential of Leadership, Impact, and Management in Business (CLIMB)
Inaugural Cohort - Experienced Leaders Track (Sep 2024 - Aug 2025)
Courses: Dynamic Teaming, Organizational Leadership, Leading in the Digital World, Leading with Finance, Power and Influence for Positive Impact, Personal Branding, Strategy Execution

Credential of Readiness (CORe)
Completed 2021 - High Honors
Courses: Business Analytics, Financial Accounting, Economics for Managers

CERTIFICATIONS

Enterprise Sales (Professional Certificate)
DECEMBER 2021 - PRESENT

Smith School of Business at Queen's University
Credential ID: a56dfaba2c1e484eb97e42e0b786e58b

Blog Bar Raiser   PRESENT

Amazon

Doc Bar Raiser   PRESENT

Amazon

GMI Certified Mentor   PRESENT

Global Mentorship Initiative
Show Credential

Global Mentorship Initiative   JULY 2022 - PRESENT
Mentor

- Mentoring college students in Africa to prepare them for their first career job. I provide guidance in the following business areas:
- - Professional networking and LinkedIn - Career planning and SMART goals - Global business communication skills - Job search and interview best practices - How to excel in the workplace environment

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The Compass   JUNE 2024 - PRESENT
Writer and Editorial Staff

Application Migration System   ISSUED DEC 7, 2021

11,194,55

An application-centric modernization and migration (AMM) architecture delivers AMM as a service to enterprises to automate migrating applications to new environments. In this regard, the architecture implements data migration functionality in concert with application code migration, environment provisioning, and post-migration configuration. The joint migration of application data and application code effectively provides a complete migration of an application. The architecture may also define and deliver a GUI portal through which an application owner provides application-specific metadata to drive the AMM.

Application Centric Continuous Integration and Delivery With Automated Service Assurance   ISSUED SEP 10, 2019

10,409,589

An application-centric continuous delivery (ACCID) architecture provides a service that automates the configuration and management of end-to-end application lifecycle management (ALM) tools, through an innovative application-centric metadata model that can be customized through a self-service portal. With the ACCID architecture, IT organizations can provide version management, build automation, test automation, artifact management, infrastructure build, and automated application deployment that is consistent with global IT policy and governance and delivered as a service to organizations. The ACCID architecture references customized application metadata models that describe the application services, ALM requirements, and target infrastructure, to employ end-to-end automation of: the software deployment lifecycle and promotion across application environments, e.g., Development, Test, Pre-Production, and Production environments, using private, public, or hybrid cloud deployment models.