Roger Nem

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Innovative and accomplished IT professional leader with over 16 years of experience, dedicated to helping accelerate customer adoption, influencing their architectural choices, and facilitating the advancement and execution of their technical strategies. Skilled in fostering partner collaborations and delivering technology-driven solutions for enterprise projects. Proven expertise in driving profitability, cost control, and process optimization. Recognized for inspiring high-performing teams and fostering innovation. Transforms business imperatives into robust solutions while prioritizing security and operational requirements.

PROFESSIONAL EXPERIENCE ──────────────────────────────────────

Technical Account Manager	**Amazon Web Services (AWS)**	**05/2024 – Present**

- Amazon Web Services (AWS) is a division of Amazon.com, delivering flexible cloud computing solutions to individuals, businesses, and governments. As a Technical Account Manager (TAM), I offer consultative architectural and operational guidance tailored to Enterprise applications and use cases, aimed at helping customers derive the maximum value from AWS.

Senior IT Lead	**Sony Pictures Entertainment**	**09/2017 – 04/2024**

- *Reported directly to SVP and CIO:* Sped up a high-profile initiative by two months, securing 10,000+ assets, enforcing build requirements and transitioning accounts to CyberArk, achieving a **25% decrease in vulnerabilities**.
- Successfully obtained AWS Solutions Architect certification, spearheaded the seamless migration of 275 S/4HANA VMs to AWS, reducing server provisioning time to just one hour. Exceeded project expectations with a **2.5-week early completion**, ensuring a smooth fiscal year transition and earning recognition for a remarkable **35% performance improvement**.
- Ensured uninterrupted availability by achieving an impressive **99.9% uptime** across both on-premises and multi-cloud infrastructures for enterprises.
- Transformed provisioning processes and documentation, **slashing time by 90%** and boosting team **productivity by 45%.**
- Achieved a remarkable **30% increase in cross-team collaboration** through fast engagement, successfully executing CI/CD projects three months ahead of schedule. This exceptional partnership led to a significant **20% reduction in errors** and an impressive **100% compliance rate**, highlighting my effective project management skills and timely delivery.
- Successfully conducted security and compliance audits, maintaining a **flawless track record** of policy adherence and showcasing a strong framework for data integrity, **earning commendation from the CIO**.
- Spearheaded highly effective cross-team collaboration, driving a remarkable **30% enhancement** in communication and coordination.
- Transformed architecture designs and DevOps processes, **slashing deployment time by 89%** and achieving highly secure environments in just one week instead of the previous two-month timeframe.
- Strategically engaged stakeholders monthly to review requirements and challenges, translating insights into visionary strategies that consistently achieved a remarkable **91% satisfaction approval** through a comprehensive survey, ensuring exceptional customer outcomes.

Principal Solutions Architect	**Nestlé USA**	**07/2015 - 08/2017**

- Migrated 5700+ solutions to AWS and Google Cloud, including 1425 e-commerce platforms and SAP, **without downtime or disruptions**.
- Transformed ticket resolution processes, resulting in a remarkable **50% decrease** and generating a **remarkable $225 million in annual cost savings**.
- Spearheaded a **cutting-edge and foolproof solution**, resulting in the retirement of over 14,000 web containers across 136 global markets, generating an impressive **annual cost reduction of $34 million**.
- Led the creation and execution of cutting-edge CI/CD solutions to revolutionize **'one-click' cloud server provisioning**. Orchestrated **automation for 70% of operations**, slashing deployment time from 5 days to just 35 minutes while **diminishing errors by an impressive 80%.**
- Successfully managed diverse responsibilities, efficiently maintaining a vast global network of 7000 Windows and Linux VMs across 188 markets, leading to significant **annual cost savings of $1 million**.

- Architected and implemented the **world's largest AD for nestle.com**, a monumental feat that remains a pivotal cornerstone to this day.
- Working with developers and end users, successfully delivered over **75 projects within budget**, utilizing Agile, Kanban, and SDLC methodologies to ensure efficient software development and product delivery.

Senior IT Architect (Project Manager)   Nestlé USA   03/2013 - 06/2015

- Architected scalable and highly-available environments, ensuring uninterrupted service and supporting a **staggering 5 million daily visitors** during Brazil's largest campaign featuring **daily $1 million prizes**.
- **Safeguarded over 20,000 valuable assets** by successfully implementing a handpicked WAF solution, effectively defending Nestlé's digital properties against major DDoS attacks and preserving their unblemished reputation.
- Achieved a remarkable **cost reduction of over 90%,** slashing expenses from $43 million to just $3.8 million, by strategically transitioning 4,000+ dedicated solutions into shared platforms.
- Deployed security solutions, resulting in **82% reduction in attacks** against 13,700+ digital assets.
- Creatively devised the support structure for cutting-edge service offerings and **crafted over 120 standard routines** for complex procedures and **50 operational runbooks**, surpassing quality standards to guarantee consistent and dependable results.

PAST EXPERIENCES

System Administrator / DevOps Engineer - Nestlé Brazil	**01/2011 - 02/2013**
Head of IT - Caffe Digital	**11/2007 - 12/2010**
IT Manager - Inteligência Criativa	**01/2005 - 10/2007**

EDUCATION & CERTIFICATIONS

BS Computer Science & Telecommunications Engineering – FEI

AWS 15x Technology Badge Certified
AWS Solutions Architect
AWS Cloud Practitioner
GCP Fundamentals
Multi-Cloud Bootcamp
Zend Certified Engineer

SKILLS

AWS (VMware Cloud) – Azure – Google Cloud – DevOps – Terraform – Jenkins – Git – Docker – Kubernetes – Ansible – Chef – Puppet PHP – .NET – C# – Python – jQuery – Bash – PowerShell – Linux – vSphere – NSX – Databases – Splunk – OKTA – IaaS – CDN – JIRA Kanban/Scrum – Satellite – ServiceNow