

MWC25



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 : USA & EU

 : BSc in Physics at Open University, UK

Senior technical leader with 25 years of experience delivering secure infrastructure and scalable systems. I specialize in regulated and high-availability environments across telecom, cloud, and public sector. My leadership spans engineering, architecture, and support, with deep focus on security, compliance, customer experience, and execution. I'm also a builder at heart, with hands-on involvement in system design and deployment.

Principal Solutions Architect, Enterprise

Amazon Web Services – Seattle, WA

Jan 2025 – Present

- Enabled GenAI adoption for ANZ strategic customers, shaping integration patterns and operational practices for large-scale LLM-based developer tooling and AI-assisted workflows.
- Optimized performance of AI-powered services, focusing on token latency and streaming responsiveness to support interactive developer experiences at scale.
- Contributed to platform security enhancements, participating in the rollout of tenancy-based encryption for Amazon Aurora databases to strengthen data isolation in multi-tenant environments.

Principal Technology Evangelist, Quantum Infrastructure & Security

Amazon Web Services – Austin, TX

Feb 2022 – Dec 2024

- Led AWS's quantum cryptography programs for telco and finance customers, influencing infrastructure decisions.
- Created global demand for new security services through content, training, and events, increasing service adoption 10x over two years.

Sr. Manager, Solutions Architecture – Global System Integrators

Amazon Web Services – Austin, TX

Sep 2020 – Jan 2022

- Led a high-performing architecture team supporting joint go-to-market efforts with global system integrators across the American continent, aligning execution with partner compliance and modernization needs.
- Owned delivery of multi-phase platform migration projects, overseeing timelines, risk management, and escalation workflows for enterprise customers.
- Managed hiring, performance evaluations, and career development for architects across 3 locations; introduced peer mentorship practices and technical growth plans.
- Drove cross-functional alignment with Partner Sales, Legal, Security, and Support to standardize architectural engagement and scale cloud adoption across regulated industries.

Manager, Enterprise Support

Amazon Web Services – Dublin, Ireland & Austin, TX

Nov 2016 – Aug 2020

- Built and scaled a 24-person technical support organization focused on mission-critical customers across EMEA and the US.
- Managed performance reviews, coaching plans, and career growth conversations across multiple levels (L4–L7); created succession plans and onboarded new managers.
- Defined and implemented governance playbooks, streamlining incident response, compliance tracking, and escalation resolution.
- Improved engineering productivity and customer satisfaction through structured risk reviews, proactive architecture guidance, and tighter feedback loops between support and service teams.
- Partnered with regional leadership to shape headcount plans, evolve support tiering models, and align org structure to match growing demand in enterprise and public sector verticals.
- Oversaw mission-critical workloads and operational stability for 63 customers spanning all verticals and sizes, generating an annual revenue over \$500M.

Sr. Technical Account Manager (EMEA)

Amazon Web Services, Dublin, Ireland

August 2013 – October 2016

- Managed cloud infrastructure events and technical recommendations for flagship EMEA accounts.
- Played a key role in recruitment and cost optimization, saving customers millions of dollars in infrastructure costs.

Service Delivery Manager Outsourcing Technical Lead

IBM, Dublin, Ireland & Shenzhen, China

July 2008 – July 2013

- Revamped business strategy, service offerings, and operations for improved efficiency and customer focus.
- Managed cross-country teams and critical support escalations for Telefonica's Core 2G/3G networks.

Senior OSS Engineer

Telefónica O2, Dublin, Ireland

December 2007 – June 2008

- Provided 24x7 technical support building, operating, maintaining, troubleshooting and enhancing the OSS for O2's mobile network, with special focus on Ericsson OSS-RC.

Support & Integration Engineer

Ericsson, Madrid, Spain

February 2002 – January 2007

- Proactive support of acceSS7 (voice / data network monitoring and troubleshooting tool),
- Technical support of the SASN node, a content classification and billing system in real time for GPRS/UMTS/CDMA networks.

Technical Consultant

Capgemini & Ernst and Young, Madrid, Spain

June 2000 – February 2002

- Technical consultant in CapGemini migration and product implementation projects. This included understanding business requirements and its mapping, product modules setup in different environments, functional tests and key users' practice-oriented training.