

SRIKANTA SAHU

Senior Site Reliability Engineer | Cloud Technologies | Observability Solutions

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COVER LETTER

Dear Hiring Team at Upwind,

I am excited to apply for the Technical Account Manager role at Upwind. With 13+ years of experience in SRE, cloud infrastructure, and customer-facing technical leadership, I bring strong post-sale ownership, deep cloud expertise, and a proven ability to drive customer value at scale.

At Morgan Stanley, I serve as the primary technical point of contact for enterprise platform customers, managing onboarding, deployments, upgrades, incident response, and long-term adoption across hybrid and multi-cloud environments (AWS, GCP, Kubernetes). I partner closely with engineering, security, and product teams to resolve issues, advocate customer needs, lead roadmap discussions, and ensure customers achieve measurable outcomes.

I have led complex technical deployments, improved platform uptime by 25% YoY, reduced observability costs by 30%, and driven strong adoption through proactive engagement, service reviews, and operational insights. My background in cloud security, observability, and compliance-driven systems enables me to align technical solutions with business and risk priorities.

Upwind's runtime-driven, self-powered approach to cloud security strongly aligns with my experience and interests. I am eager to help customers successfully adopt the Upwind platform and realize its full value in a remote-first environment.

Thank you for your consideration. I look forward to the opportunity to discuss further.

Best regards,
Srikanta Sahu