Puneet Kaur

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EXPERIENCE

META, Palo Alto, CA | February 2026 – July 2026

Partner Success Manager, Global Partnerships ***(role eliminated in company-wide layoffs)***

- Primary technical partner for 50 media partners, owning end-to-end integration workflows across Product, Engineering, and Operations from onboarding through scaled operation.
- Built automation scripts and data-driven dashboards monitoring integration health across 50+ concurrent partner implementations, surfacing failures before they escalated.
- Delivered technical guidance, documentation, and hands-on troubleshooting that enabled partner self-service.

GOOGLE, San Francisco, CA | August 2022 – January 2026

Startup Success Manager (Field Sales / Customer Success) | October 2023 – January 2026

- Owned technical relationships across 300+ startup accounts as field sales and customer success lead, running quarterly business reviews and technical roadmap sessions with founders and engineering leaders.
- Diagnosed integration and architecture gaps, building repeatable technical onboarding workflows that improved platform adoption across the portfolio.
- Worked across Engineering, Product, Operations, and Business Development to define target integration architectures, specify product requirements, and scale technical go-to-market support.

Customer Engineer, Application Modernization | August 2022 – October 2023

- Application modernization Customer Engineer for enterprise customers — architected containerized workloads on Google Kubernetes Engine (GKE) and advised on cluster and node configuration for migrations off legacy on-premise infrastructure.
- Authored a modernization discovery playbook: an architecture discovery framework and structured C-suite question set used to lead modernization conversations with Fortune 500 IT directors and map current-state stacks to target Google Cloud architectures.
- Primary technical point of contact for 20+ enterprise customers — ran quarterly business reviews, scoped technical requirements, troubleshot complex integrations, and guided implementations from evaluation through production.

AMAZON WEB SERVICES, Dallas, TX | June 2021 – July 2022

Cloud Support Engineer

- Primary technical contact for 50+ enterprise media customers, troubleshooting and resolving 500+ critical production issues across Amazon ECS, EC2, S3, SES, and core AWS networking and IAM services.
- Led technical process improvements and cross-functional initiatives that reduced resolution time and strengthened long-term customer relationships.

TECHNICAL SKILLS

Google Cloud: Google Kubernetes Engine (GKE), Compute Engine, BigQuery, Kubernetes, containerization, application & infrastructure modernization

AWS: Amazon ECS, EC2, S3, SES, IAM, CloudWatch, VPC

Data & AI: Model Context Protocol (MCP) server development, AI agent integration (Google Antigravity, Claude), Python data pipelines, weighted scoring model design

Languages: Python, TypeScript, JavaScript, SQL | **Other:** REST APIs, HTTP, NoSQL, HTML/CSS

PROJECTS

cs-churn-radar — Python MCP server that scores a book of customer accounts on usage/adoption and contract/renewal signals to surface churn risk before it appears in usage dashboards. Returns a ranked portfolio, per-account signal breakdowns, recommended retention plays, and a contract-aware save-motion timeline to an AI agent; integrates with Google Antigravity and Claude.

youtube-health-partner-scorer — Applies the same scoring framework to partner selection, ranking health creators and institutions 0–100 across growth potential, content strategy fit, and partnership readiness, with per-partner signal breakdowns, recommended growth plays, and portfolio-level views.

CERTIFICATIONS

AWS Cloud Practitioner | GCP Cloud Digital Leader | GCP Professional Cloud Architect (in progress)

EDUCATION

B.S. Information Systems | George Mason University, Fairfax, VA | May 2021

LEADERSHIP

UC Berkeley — BDR Mentor, Accelerator Academy | September 2024 – June 2025

- Mentored 5 business development professionals on cross-functional strategy, market analysis, and go-to-market planning focused on cloud and partnership solutions.