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Thomas Barandon

Cloud leadership by day, agentic AI by night — Senior Manager, AWS Enterprise Support.

Senior Manager, AWS Enterprise Support, EMEA South & France.

About

Leadership that never left the keyboard.

As Senior Manager for AWS Enterprise Support in EMEA South & France, I lead an organization of close to a hundred people across four countries — a team of managers and their technical account managers — who keep major enterprises succeeding on AWS.

Path

Amazon Web Services

- April 2023 to present
Senior Manager, AWS Enterprise Support, EMEA South & France
Leading a four-country organization of Enterprise Support Managers and Technical Account Managers, accountable for how major enterprises succeed on AWS across the region — the people, the operating model, the bar.
- May 2020 to September 2023
Manager, AWS Enterprise Support, France
Built the team's operating rhythm and grew its people — and raised the share of women on the team from under one in ten to one in four.
- September 2017 to May 2020
Senior Technical Account Manager
Trusted technical advisor across all phases of the implementation lifecycle for enterprise customers — mitigating risk and optimizing infrastructure for cost, security, and performance.

Orange Business Services

- May 2015 to September 2017
Technical Solutions Architect
Designed and supervised complex network and collaboration deployments for large accounts. Led the technical design authority for large-scale network transformations and unified communications.
- 2010 to 2015
Data & Video Support, then Network Engineering
From managed connectivity (Business VPN, Managed LAN) to critical incident resolution on global video and immersive telepresence infrastructure. Where the fundamentals were forged.

I grew up breaking things to understand them. Now I design systems you can trust precisely because I know how they fail.

Focus	Cloud leadership Building and growing high-performing support organizations — managers, TAMs, and the operating culture that keeps enterprise customers winning on AWS at scale.	Enterprise transformation Guiding large enterprises through cloud adoption and change — where the hard part is never the technology, it's the operating model and the people who run it.	Agentic AI & automation I build agentic systems on AWS Bedrock and in my own lab — an agent crew that runs my infrastructure and designed, reviewed and shipped this site against a brand contract I set. It fails the way real systems fail, so I instrument it first and I merge nothing I haven't read.
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Expertise	Strategic & leadership		Cloud & technical		AI & automation	
	Team leadership	10 yrs	Network infrastructure	12 yrs	Intelligent automation	5 yrs
	Cloud strategy	8 yrs	AWS architecture	8 yrs	Agentic AI	2 yrs
	Digital transformation	8 yrs	Security & compliance	8 yrs	LLM integration	2 yrs
	Talent development	6 yrs	Cost optimization	8 yrs	AWS Bedrock	2 yrs

Daily drivers	AWS, Bedrock, Agentic AI, Kiro, Docker, Terraform, Kubernetes, Python, Proxmox, Grafana, Prometheus, PostgreSQL, Redis, Ansible, CloudFormation, GitLab CI, Linux, Nginx, Strands. Manager by title, engineer by habit.
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Principles	People first	Automate everything	Build so it survives you
	Empower teams to make decisions. Trust is the currency of high-performing organizations.	If you do it twice, automate it, but instrument it first: agents and scripts fail silently.	The system you can trust is the one whose failure modes you have already named.

Voices	<i>Thomas combines deep technical knowledge with a strategic vision that is rare to find. A true leader in cloud transformation.</i>
	Former colleague, AWS
	Speaking: AWS Summit Paris 2024 (round table on imposter syndrome); Le Podcast AWS en Français, 2024 (building inclusive teams). Named references available on request.