

VIBIN KISHORE

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Manager, Solutions Engineering | Pre-Sales & GTM | Real-Time Data Streaming

KEY ACHIEVEMENTS

75%↓	Ramp-time Reduction	200%↑	Renewal Uplift
Developed a new structured onboarding framework (Propel) and reduced the new hire ramp time from 5 months to 60 days across 5 batches (~35 SEs); adopted company-wide		Workload Analysis Workshop unlocked 200%+ renewal on hand-picked accounts & expanded new use cases for 25+ customers; influenced Confluent's 'Compass' program.	
35%↓	Billing Cost Reduction	27hc	New Team Built & Ramped
Scale Billing Bot (AI-powered, LLM-driven) cut Confluent Cloud spend across the team; now requested for company-wide rollout.		Co-built a 27-person post-sale team (3 managers + 24 ICs) from scratch in one quarter with zero prior hiring persona.	
~35%↑	Request Volume Growth	3R's	Global Catalog Launch
STS Pods model embedded dedicated SPOCs into 5 business units, driving request volume growth within 3-6 months.		Outcome-driven service catalog redesigned solo and launched simultaneously across AMER, APAC & EMEA.	

WORK EXPERIENCE

Manager, Solutions Engineering — Confluent

March 2025 – Present | AMER & EMEA

- Manage 14 Solutions Engineers across AMER (9) and EMEA (5), owning catalog strategy, team performance, and stakeholder relationships across 5 business units.
- Stakeholder Strategy:** Designed the STS Pod model — 3 business-unit-aligned pods with dedicated SPOCs — driving ~35% request volume growth and eliminating the randomness of SE assignment for field teams.
- Service Catalog:** Revamped the STS service catalog to outcome-driven (sole designer, 3 theatres simultaneously) using 3 years of SFDC data, AI-powered case analysis, and director interviews.
- AI Automation:** Ideated the Scale Billing Bot (LangChain + Gemini + Claude + GCP/BigQuery) — 35% billing reduction; designed the Case Intake Bot eliminating SFDC entry barriers for field teams (1,500+ cases/month projected).
- Operations:** Built the LOE complexity framework — precise effort ranges for every catalog item — immediately adopted globally for capacity planning and SFDC case tracking.

Team Lead, Solutions Engineering — Confluent

October 2024 – June 2025 | US Central & West

- Propel:** Designed Propel — a 12-week structured onboarding program (4 phases, mentor pairing, checkride panel) — cutting ramp-up from 5 months to 60 days across 5 batches; expanded company-wide across CSG.
- Team Build:** Co-built a 27-person CSC team from scratch in one quarter: solved a zero-persona hiring challenge by targeting TAMs from MongoDB; ran 4-round panel interviews with joint decision authority.
- WAW:** Self-initiated Workload Analysis Workshops across 25+ customers — 200%+ renewal uplift on one account, 2-3 new use cases per account; approach influenced Confluent's company-wide 'Compass' program.
- Escalations:** Handled \$1M+ customer escalations by coordinating across Support, Engineering, Product, and CS to restore trust and value delivery.

Solutions Engineer — Confluent

February 2023 – March 2025 | AMER

- Delivered 200+ Confluent Cloud/Platform demos and Kafka 101 sessions; drove POC implementations for enterprise and commercial pre-sales accounts including scoping, architecture reviews, and production readiness.
- SME for Kafka Connect, Cluster Linking, KsqlDB/Kafka Streams, Schema Registry; implemented IaC using Terraform with Confluent Provider; developed Technical Success Plans, RFPs, and Security Questionnaires.

Lead Implementation Engineer — Pre-Sales Integrations — Observe.AI

January 2022 – February 2023 | Bengaluru, India

- Led end-to-end POV integrations through API-based scripting and data normalisation pipelines; managed full pre-sales implementation lifecycle across AWS (EC2, S3, Lambda, CloudWatch, API Gateway).

Solutions Engineer — Global — Zilingo

December 2020 – January 2022 | India, Sri Lanka, Indonesia & Bangladesh

- Led ZFactory enterprise deployments, customer training, and UAT sign-offs across South India; managed configuration requests, production bugs, and large-scale factory rollouts.

Entrepreneur & Lead Project Engineer — Techvile

January 2019 – January 2020 | India

- Delivered 12 websites and mobile apps; achieved ROAS 5.6+ via Facebook/Google Ads; orchestrated digital setup for 3 startups.

EDUCATION



MBA, IT & Systems Management — NMIMS Global Access School | 2020–2022

81st percentile globally; Subject Topper, IT Infrastructure Management

BE, Computer Science — Dr. N.G.P. Institute of Technology | 2016–2020

Best Outgoing Student; Published in IJERT on real-time traffic analysis.

AWARDS & CERTIFICATIONS

 Leadership MVP — Confluent Q3 2025	 STS Trailblazer — Confluent Q3 2024
AWS Certified Solutions Architect (May 2025)	HashiCorp Terraform Associate (Oct 2024)
CCDAK — Confluent (Nov 2023, Apr 2025)	Cloud Streaming Flink Engineer
Data Streaming Engineer (Dec 2024, Apr 2025)	Confluent Cloud Operator

SKILLS

Leadership: Team Management (AMER/EMEA), Pre-Sales Engineering, POC Delivery, Onboarding Program Design, Hiring at Scale, Escalation Management, Service Catalog Design, GTM Motion, Stakeholder Strategy

Technical: Apache Kafka, Apache Flink, Confluent Cloud & Platform, KsqlDB, Kafka Streams, Schema Registry, Kafka Connect, Terraform, AWS, Python, Salesforce, GCP, Redis, BigQuery

AI & Automation: LLM integration (LangChain, Gemini, Claude API) · Conversational AI & Slack bots · AI-powered data analysis · NLP workflow automation · Prompt engineering · GCP/BigQuery pipelines