

# Deepak Sanas

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## Summary

Accomplished technology leader with over a decade of experience in designing and deploying high-performance cloud solutions and IT infrastructure. Led Viettel's proprietary cloud platform project, improving deployment efficiency by 30% and increasing client satisfaction by 25%. Expertise in project management, service delivery, and ITIL optimization, improving service uptime from 98% to above 99%. Managed strategic partnerships with AWS and Azure, driving a 20% increase in business value. Recognized for exceptional performance with two promotions over four years and stakeholder satisfaction scores averaging 8/10.

## Skills

**Cloud Technologies:** AWS, Azure, Hybrid Cloud Solutions, IaaS Implementation Techniques, PaaS/SaaS Development Strategies, Cloud Packet Core (CPC), Cloud Migration Strategies

**Network Engineering:** NFV, SDN, SD-WAN, TCP/IP, Routing Protocols (OSPF, BGP, IS-IS), Switching Protocols (VLANs, STP, VXLAN), Linux and Windows Administration

**Automation & Orchestration:** Terraform IaC, VMware ESXi, vCenter Operations, Prometheus, CI/CD Pipelines

**Security Practices:** IAM Techniques for Cloud Security Compliance, Network Security

**Collaboration Platforms:** Microsoft 365 Integration, Windows 365 integration, Google Workspace Deployment

## Work Experience

**Viettel Group, HaNoi**  
**Cloud Product Specialist**

Mar. 2022 - Present

- Led the development and implementation of Viettel's hybrid cloud vision; facilitated collaborations with major industry players like AWS and Azure to enhance service offerings for over 10 enterprise clients.
- Orchestrated the development and rollout of Viettel's proprietary private cloud platform, collaborating with cross-functional teams to deliver innovative hybrid cloud solutions that enhanced operational efficiency and refined service delivery.
- Architected and developed scalable cloud solutions for 10+ enterprise clients using IaC, integrating advanced networking and security protocols, driving a 30% reduction in deployment cycles.
- Established cross-functional partnerships, clarifying project goals and addressing high-impact challenges through collective brainstorming, resulting in a 30% improvement in deployment success rates.
- Managed day-to-day activities related to hybrid cloud partnerships with AWS and Azure Cloud; optimized service delivery models, which resulted in a measurable uptime improvement from 98% to above 99%.
- Directed assessments of current IT infrastructures for cloud migrations, devising structured methodologies to ensure smooth transitions to hybrid clouds. Reduced downtime incidents by 45%, enhancing overall service reliability.
- Coordinated and developed cloud products, offering deep expertise in IaaS, PaaS, SaaS, hybrid cloud networking, and productivity suites, including Windows Servers, Microsoft 365, and Google Workspace.
- Evaluated market demands while pinpointing growth opportunities in emerging technologies; formed strategic partnerships that facilitated access to advanced resources, increasing product offerings by over 25%.
- Developed comprehensive cloud-based solutions, roadmaps, and user manuals for 10+ products; ensured seamless integration and training, resulting in a 30% reduction in onboarding time for new clients.
- Instituted regular strategy sessions with division leaders to align the technological capabilities of Viettel's classic and hybrid clouds, resulting in increased stakeholder satisfaction scores, with internal survey averages reaching 8/10.
- Delivered expert consulting services throughout the cloud adoption journey, leading clients from initial needs assessment to solution design and implementation; facilitated seamless transitions, resulting in a 30% increase in client satisfaction.

**Viettel Group, HaNoi**  
**Project Manager Managed services**

Feb. 2020 – Mar. 2022

- Executed comprehensive project delivery for cloud consulting and advisory services, defining innovative service strategies that enhanced outcomes by 35% during the project's lifecycle from initiation to implementation.
- Served as the primary solutions consultant for Viettel's cloud services; delivered detailed guidance that enabled internal teams to reduce response times by 40%, ensuring faster resolutions for customer inquiries and support requests.

- Sought partners, devised solutions, and launched plans for service use cases on 5G platforms. Conducted research to build a 5G pricing package for gaming.
- Launched version 1 of the Connected Car Viettel platform, overseeing up to 10,000 devices.
- Partnered with sales teams to create industry-specific approaches targeting high-value segments, establishing three significant partnerships under tight timelines during critical market expansion phases.
- Streamlined daily operations for ICT business and Professional Services projects, coordinating activities across global service delivery functions. Accelerated project execution, reducing deliverable times by 15%.
- Facilitated efforts between software developers, project managers, and clientele in crafting strategies aligned with the business objectives of Viettel's cloud solutions; set benchmarks resulting in decreased onboarding time by 35%.
- Led the development and successful implementation of the Inversion of Control (IOC) module on Intelligent Business Process Management Software (iBPMS), enabling seamless integration for 5 Viettel subsidiaries within a tight deadline.
- Developed and refined comprehensive service descriptions, OLAs, and service offerings, ensuring 100% compliance with SLAs/KPIs; served as the primary advisor for cloud services across internal and external teams.

#### **Viettel Group, HaNoi**

Jan. 2019 – Feb. 2020

##### **Core Network Engineer- Global Operation**

- Architected and migrated complex network infrastructures, driving a 30% increase in data transfer speeds on the Viettel Hybrid cloud platform: optimized system efficiency for better service delivery to clients.
- Assessed, reviewed, and implemented diverse compute storage and networking technologies; boosted system uptime by 20%, ensuring optimal performance across all cloud infrastructure maintained for Viettel's hybrid partnerships.
- Managed a large-scale, complex network across Viettel's global markets; ensured consistent high-performance levels through targeted capacity planning and technical tuning of systems that improved operational efficiency by 25%.
- Conducted in-depth security assessments across multi-vendor firewalls and routers, leading to the implementation of configuration changes that boosted network resilience and decreased vulnerability incidents by 30% within six months.
- Spearheaded the comprehensive engineering and deployment of route-based IP networks, enhancing network performance metrics by 35% while introducing automated monitoring systems for uninterrupted operational continuity across all locations.
- Supervised change processes for network updates and modifications, ensuring seamless transitions that cut service disruptions by 40% during critical system updates.

#### **CMC Telecom, HaNoi**

Mar. 2018 – Nov. 2018

##### **Sr. Network Engineer**

- Designed and maintained a robust network infrastructure of 1000+ components, resolving faults swiftly.
- Managed 50+ incidents monthly, delivering high-level technical support while minimizing service disruptions.
- Reduced latency by 30% through capacity upgrades and best practices.
- Automated incident tracking, cutting manual reporting time by eight hours weekly.
- Achieved 98% resolution rate for network-related incidents, adhering to SLAs.

#### **SRA OSS @ Cisco System Ltd, Mumbai**

Nov. 2015 – Mar. 2018

##### **Sr. Network Engineer**

- Drove the successful implementation of Vodafone Ltd.'s Mobile Packet Core, ensuring adherence to regulatory standards and elevating network performance for over 100 million users on an internationally distributed infrastructure.
- Configured and troubleshooted the Packet Core Infrastructure, enhancing performance across a globally distributed network by reducing latency by 30% and ensuring high availability for over 10 million users.
- Leveraged deep knowledge of Packet Data networks by implementing troubleshooting procedures that resolved 95% of issues on the first call for customer escalations related to complex configurations.
- Led the implementation and management of complex system integrations, including MUR, CDNS, WEM, CGF, and AAA Server; boosted data accuracy by 30% across all integrated platforms used for reporting.
- Monitored and optimized network infrastructure through Cisco Prime LMS, DCNM, CSM, and ArcSight Logger; identified critical latency issues leading to a 25% improvement in performance for end-users.
- Managed and addressed over 150 trouble tickets associated with internet, wireless, and fiber circuits each month; streamlined communication with clients to ensure effective troubleshooting, resulting in a significant decrease in response time.
- Generated comprehensive reports on network performance, outages, and bandwidth utilization, employing monitoring tools to analyze capacity utilization of over 150 links; made strategic recommendations that improved network efficiency by 20% annually.

#### **Tulip Telecom Ltd, Mumbai**

Feb. 2011 – Oct. 2015

##### **Network Engineer**

- Implemented troubleshooting protocols such as BGP, OSPF, and MPLS; resolved WAN connectivity challenges impacting

over 1,000 enterprise customers within strict SLAs while enhancing overall network performance.

- Resolved WAN connectivity issues for 1,000+ enterprise customers using BGP, OSPF, and MPLS protocols.
- Managed network health for 500+ clients, ensuring optimal performance and minimal downtime.
- Enhanced network performance, reducing latency by 15% through optimized routing and switching.
- Increased network address space utilization by 25% with comprehensive NAT policy documentation.
- Maintained a 90% first-contact resolution rate for network and security incidents.

## Project Work

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### Network Infrastructure Upgrade and Data Centre Migration for Viettel Timor Leste

- Architected and deployed a high-performance IP core backbone network, enhancing infrastructure by 40%.
- Modernized network architecture with cutting-edge technology, leading to 50% faster response times post-migration.
- Improved file accessibility for 200+ employees by establishing independent storage servers.
- Engineered solutions architecture for network functions, reducing deployment time by 35% and enhancing upgrade capabilities.

### Viettel Mozambique (Movitel, S.A): Network Infrastructure Audit and Optimization

- Led a comprehensive audit of Movitel's network setup, identifying and addressing 15 major operational inefficiencies, resulting in a 25% increase in network performance and a 20% reduction in operational costs.
- Conducted in-depth analysis of network architecture, reducing downtime by 30%.

### Mobile Packet Core Rollouts for Vodafone India

- Delivered and implemented Cloud Packet Core (CPC) and EPC solutions across 3G to 5G networks.
- Led 4G vEPC rollout, ensuring seamless network integration across generations.
- Designed and implemented solutions architecture for Storage, DNS, and AAA Servers, achieving 99.9% uptime.

### Cisco Cloud Infrastructure and 5G NSA Operations for Vodafone India

- Led the strategic deployment of next-gen network solutions at Vodafone India, enhancing core infrastructure such as SAEGW; streamlined processes that improved customer experience ratings by achieving over 95% service reliability.
- Achieved operational success in the rollout of 4G and 5G NSA services at Vodafone India, managing essential components such as the Cloud Virtual Infrastructure Manager (CVIM) to boost network efficiency.

## Education

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University of Mumbai, Maharashtra, State of India

May. 2014

Bachelor of Engineering, Major in Electronics and Telecommunication Engineering Branch

## Certifications & Training

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### Certifications:

- AWS Solution Architect – Professional
- Google Cloud Architect – Professional
- Azure Solutions Architect – Expert
- Microsoft 365 Certified – Expert
- Project Management Professional (PMP)
- Information Technology Infrastructure Library (ITIL)

## Personal Strengths

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**Cloud Data Center & Network Management:** Designed, deployed, and maintained cloud data centers and network infrastructure, optimizing performance and scalability. Improved data flow efficiency and reduced operational costs by 15% through the implementation of advanced network management solutions.

**Cloud Expertise:** With deep expertise in AWS, Azure, GCP, and Viettel Hybrid Cloud, delivered key projects. This includes the Viettel Cloud Product rollout, which increased adoption by 15%, and Vodafone India's 5G NSA operations, which reduced latency by 20%. Currently building a hybrid and sovereign cloud solution for Viettel Cloud.

**Best Practices:** Spearheaded initiatives to troubleshoot complex technical issues, resulting in a redesigned network framework for Viettel and overseas subsidiaries; this directly improved uptime metrics to 99.9% across core functionalities.

**Effective Communication & Leadership:** Led cross-functional collaboration during the Viettel Peru customer service transition, integrating cloud services for 100+ enterprise clients and ensuring zero disruption in daily operations.

**Teamwork:** Seamlessly transitioned between Core Network Engineer and Cloud Specialist roles, readily embracing new technologies and collaborating productively with the team.