**BOMI MINOO PARDIWALLA**

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**HEAD OF CLOUD OPERATIONS**

**Public Cloud Infrastructure Management | Cloud Architecture & Migration | Technical Team Leadership | Customer Relationship Management**

**PROFILE SUMMARY**

Dynamic Head of Secure Public Cloud Services with 29+ years of experience leading large-scale public cloud infrastructure and operations. Proven track record in driving the implementation of global IaaS, PaaS, and SaaS solutions, renowned for delivering innovative, efficient, and scalable infrastructure services. Expertise in managing extensive Data Centre and Cloud Infrastructure Engineering across multiple continents, optimizing teams and budgets to enhance operational performance. Adept at architecting and managing secure, high-performance cloud solutions across multi-cloud environments, driving operational efficiency, and optimizing cloud services. Known for leading cross-functional teams to execute seamless cloud migrations, CI/CD pipelines, and robust automation strategies. Proficient in developing and executing cloud governance frameworks that ensure compliance, security, and cost optimization. Recognized for strong leadership and the ability to align technology strategies with business objectives, committed to driving transformational change, empowering teams, and aligning infrastructure solutions with strategic goals across global operations.

**AREAS OF EXPERTISE**

Cloud Migration | Performance Optimization | Security & Compliance | Automation | DevOps Integration | Cloud Service Management | Data Management | Incident Management | Application Deployment | Networking | Infrastructure as Code (IaC) | Monitoring & Reporting | User Management | Service Level Agreements (SLAs) | Incident Response | Business Continuity | Technical Leadership | Optimization Techniques | Application Performance Management | Cloud Native Development | Change Management | Data Centre Operations | Budget Management | Cloud Adoption Strategy | Infrastructure Services Centralization | Cutting-edge Technology Implementation | Remote Work Infrastructure | Secured Public Cloud Platforms | Cloud Posture Management | Service Migration |Hybrid Cloud Computing | Private Cloud & Container Platforms | Data Centre Modernization | Cybersecurity Frameworks | Cloud Competency Development

**KEY ACHIEVEMENTS/ACCOMPLISHMENTS**

* **Spearheaded the global implementation of over 100 IaaS, PaaS, and SaaS solutions, leveraging 25+ years of expertise in Public Cloud and Data Centre Infrastructure Management to optimize operations across multiple continents.**
* **Successfully managed a €50 million budget and directed a 180+ member workforce across Asia Pacific, Europe, and the Americas, driving operational excellence and fiscal efficiency in data centers worldwide.**
* **Led the strategic adoption of cloud services within DHL Group, achieving an unprecedented 300% growth in cloud infrastructure utilization from 2021 to 2023 through structured execution and innovative solutions.**
* **Centralized Far East, Middle East, and South East Asia data center services to Malaysia, exceeding forecasted savings and enhancing service efficiency across the region.**
* **Directed the roll-out of cutting-edge data centers in Cyberjaya, Malaysia, and Scottsdale, US, integrating state-of-the-art network, storage, and server technologies to future-proof infrastructure capabilities.**
* **Collaborated on DHL Express's Zero Downtime initiative, ensuring 90-95% uptime for mission-critical applications and mitigating business impacts from infrastructure or application incidents.**
* **Played a pivotal role in enabling remote work for 200,000 employees during the COVID-19 pandemic by collaborating with technical and business teams to deploy scalable, robust infrastructure services globally.**
* **Conceptualized and implemented a secure public cloud platform, enabling business divisions to launch essential services, including SAP Finance, Digital Twin, and EDI Gateway, enhancing operational agility.**
* **Member of the Board of Directors for IT Services (Asia Pacific) since 2015, contributing to site leadership strategies that align IT infrastructure with business goals.**

**PROFESSIONAL EXPERIENCE**

**DHL GROUP (Based in Singapore & Malaysia) (1995 - 31st April 2024)**

**Vice President, Secure Public Cloud Services | 2021 - 31st April 2024**

* Led a global team of 150+ professionals, including contractors, managing a significant budget to successfully deploy over 100 cloud solutions across the US, Europe, and Asia, driving operational efficiency and global scalability.
* Collaborated with Data Centre teams to design and implement a Hybrid Cloud Computing infrastructure, seamlessly integrating on-prem infrastructure with Public Cloud Services, enhancing system flexibility and resilience.
* Spearheaded a cloud adoption initiative, resulting in a 300% increase in cloud integration and successfully migrating key services to the cloud within two years, accelerating digital transformation across the organization.
* Implemented advanced Cloud Posture Management, Container Security, and Privileged Access Management solutions, significantly bolstering the organization’s security framework and reducing vulnerabilities.
* Developed and executed a Public Cloud Services Roadmap that reduced infrastructure delivery times by up to 80% and improved cost efficiency by 50%, leveraging Infrastructure as Code (IaC) to automate cloud provisioning and minimize deployment errors.
* Launched FinOps Services, enhancing financial transparency, accountability, and cost optimization for cloud operations, driving better resource management and financial governance.
* Integrated SaaS solutions for critical services such as System and Application Performance Monitoring and Micro-Segmentation, reducing infrastructure and administrative personnel needs by approximately 30%.
* Orchestrated the migration of business-operated services to secure Public Cloud Managed Services, projecting a 30% cost savings through economies of scale, specialized expertise, and process optimization.

**Vice President, Head of Infrastructure Services | 2009 - 2020**

* Directed a €50 million budget and managed a global team of 180+ across data centers in Asia Pacific (Cyberjaya, Malaysia), Europe (Prague, Czech Republic), and America (Ashburn, USA), optimizing product lifecycle management and maintaining cutting-edge infrastructure performance.
* Led the development and implementation of key platforms, including Private Cloud, Container Platform (OpenShift), and Predictive Monitoring, significantly improving IT efficiency, application portability, and system reliability, resulting in enhanced operational performance.
* Spearheaded the successful establishment and modernization of global data centers in the US, Europe, and Asia Pacific, driving optimal infrastructure performance while achieving cost savings and operational efficiency.

**Drove key initiatives for DHL Group, including:**

* Centralized data center services for the Far East, Middle East, and Southeast Asia in Malaysia, achieving forecasted cost savings and improved service delivery.
* Led the design and build of the first state-of-the-art data centers in Cyberjaya, Malaysia, and Scottsdale, US, integrating advanced technologies for network, storage, and servers, improving service quality and capacity.
* Orchestrated the global rollout of Microsoft Office and Skype for Business for over 200,000 DHL Group employees, enhancing communication and collaboration across the organization.
* Modernized and insourced data center LAN environments, resulting in double-digit savings by reducing external support costs and partner dependencies.
* Executed the successful migration of DHL Express applications to modernized platforms, achieving a 50% cost reduction through high-level consolidation and improved system performance.
* Delivered the "DHL Express Zero Downtime" initiative, resulting in 90%-95% uptime of mission-critical applications, minimizing business disruptions and improving customer satisfaction.
* Provided Infrastructure Deployment design and Application Performance testing services for new applications, achieving a 70% success rate for go-live readiness and optimal performance.
* Established a robust Cloud Competency (Private and Public), Container Platforms, and PaaS solutions, accelerating agility, scalability, and time-to-market while avoiding unnecessary costs.
* Led efforts during the COVID-19 pandemic to enable remote work for 200,000 global employees by ensuring scalable and resilient infrastructure services, earning widespread appreciation for business continuity.

**EDUCATION**

**UNIVERSITY OF BOMBAY - India**

**Bachelor of Commerce | 1985**

**Languages:** English, Hindi, Gujarati

**Interests:** Golfing, Cricket, Travelling