SUJIT CHANDRAPATI

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Dynamic Engineering Expert with 15 years of experience honing on Business and Technical acumen with focus on Customer Success. A proven track record of Delivery for product solutions and networking technologies through Program Management, Technology Consulting and Solution Certification.

Senior Engineering Leader striving to identify and address Customer needs, drawing on in-depth knowledge of Business cases to enhance services and support. Delivered complex Large Enterprise projects with exceptional problems, solving by working closely with Internal & External Stakeholders, Business Units and Customer teams through Global Collaboration to execute and reach strategic goals.

▸ AREAS OF EXPERTISE

- Cloud Computing & Engineering
- Network & Cloud Solutions Delivery
- Life-Cycle Management
- Program Management
- Pre and Post Sales
- Network Security
- Software-as-a-Service (SaaS)
- Strategic Customer Relations
- Plan, Design, Integrate, Migrate

Technical Proficiencies: Architecture Design, Deploy, Migrate, integrate involving: Cisco Data Center, SDA Campus, SD-WAN, ISE, ASA, NGFW, SAML, Meraki, Cisco Wireless, UCS, Intersight, Public Cloud [AWS, GCP, Azure], Hybrid Cloud, Tetration, Business Critical Services, SAAS Products, Dockers, Containers, VmWARE, DevOps, Automation API, Terraform, Python, SQL, Jenkins, Git.

▸ PROFESSIONAL EXPERIENCE

Cisco Systems Inc. – San Jose, California

SR. CUSTOMER SUCCESS & CONSULTING ENGINEER, CUSTOMER EXPERIENCE AND DELIVERY   2018 – PRESENT

- Led several key engagements for enterprise customer migrations from legacy to next generation Cisco Data Centers [ACI, DCNM], SDA Campus, SDWAN Global Deployments. Developed, Contributed and Delivered comprehensive Plan, Scope, Design, Integration, Migration Documents, Audits, QBRs, Custom PoC, MoPs by helping Customer Account teams convert from Pre-Sales to successful deals over 50M.

- Delivered Successful Hybrid Cloud Deployments and Migrations by extending On-Prem deployments into public clouds like GCP, Azure and AWS. The migrations comprise Extend, Improve and Move applications to being scalable, effective and secure that meets the business objectives using IPsec/DirectConnect.

- Played an integral role as Go-To expert in Advice/Implement engagements. Served as Trusted Advisor for Greenfield deployments & Brownfield Migrations, Design Workshops, driven future requirements from Business based Custom Strategy and cross functional worldwide collaboration.

- Steered effective DevOps strategy through in-depth Automation process and accelerated deployments up to 50% and reduced Customer operations timeline up to 30%. Helped Customers realize DevOps benefits using Ansible, Terraform, Python and API.

- Took a hands-on leadership approach to support Compliance Management & Conformance, Security, Advisory Services, Monitor, Mitigate & Manage risks, Improve KPI, including conducting Technical demonstrations to close critical deals.

- Achieved Renewals by instilling Customer confidence based on Data-Driven, Analytics & Strategic approaches. Infused Customers with feature capabilities, identifying and relaying Roadmaps, Pipelines in the product & service offerings by gaining solid understanding & scoping customer requirements resulting in additional Bookings & Renewal's worth over 20M ARR.

SOFTWARE ENGINEER IV – CUSTOMER ENGINEERING & QUALITY ASSURANCE   2013 – 2018

- Spearheaded Automation of Solutions from concept to completion, collaborating with product teams to analyze the issues and provide profitable, sustainable hardware & software releases [BGP VxLAN eVPN,

Segment Routing Egress Peer Engineering, ACI L3 Fabric Multicast, NCS Fabric Multicast for CDN Networks, Cisco ASR and 8000 series routers].

- Propelled Technical advancement by implementing new technology [Fabrics, Overlays and Controllers] to enhance Client solutions, and validating Design documents to assist with network solution deployments, improving customer satisfaction and project outcomes.
- Boosted quality by delivering comprehensive test plan and report documents. Supported team members to validate comprehensive networking technologies across cisco product portfolio.
- Delivered comprehensive analysis & reviews of Test Results, Custom Test Reports and Recommendations to Customers in Data Centers and Service Provider Verticals.

NETWORK CONSULTING ENGINEER – SOLUTION VALIDATION SERVICES   2010 – 2013

- Certified and Delivered several Custom-built solutions for Data Center, Campus and Wireless Networks for Cisco 3.0 GET Customers worth over 40M.
- Developed and maintained Strategic Relations with BU, Account, Sales teams worldwide for effective Solution and Product validation, leading to successful deployments.
- Contributed to resolution of several CAP cases for large Cisco Enterprise Customers deployment issues. Identified and resolved defects/corner cases and automated complex network deployments.
- Developed and introduced a Technical Specialization Program with monthly sessions, providing practical training to the Professional Services team that improved customer communication and solution deployment. Mentored Team members for Solution Test Process, Procedures & Authored Best Practices Docs.

SOFTWARE ENGINEER – NETWORK SW INTEGRATION TEST ENGG [NSITE]   2007 – 2010

- Delivered successful development and execution of CVD [Cisco Validated Design] documents for the NSITE [Network Software Integration Test Engineering] E2E [End-to-End] System Test lab for system testing Architectures.
- Worked closely with partner teams and other members of the test teams to develop effective system test strategies, develop test plans and test cases, design and implement test topologies, and execute testing and characterization of the targeted networking protocols and technologies for Customer use cases.
- Hands on Experience installation and configuration of routers, switches, test tools, servers and clients in test beds. Found several defects and worked with development to fix the problems and verification. Communicated effectively with Development teams to solve platform, network software problems and issues.
- Delivered validated data to creation of collateral for Cisco Validate Design guides for Architectures like MPLS VPN Path Isolation, Network Virtualization, IPv6, Multi-layer L2-L3 campus/Branch Deployments.

▶ EDUCATION & CERTIFICATIONS

STANFORD CERTIFIED ADVANCED PROGRAM MANAGEMENT ▶ Stanford University – Palo Alto, California
MASTER OF BUSINESS ADMINISTRATION IN INFORMATION TECHNOLOGY ▶ NPU – Fremont, California
MASTER OF SCIENCES IN ELECTRICAL ENGINEERING & NETWORKS ▶ San Jose State University –California
BACHELOR OF ENGINEERING IN ELECTRICAL ENGINEERING ▶ Nagarjuna University– Guntur, India
VCP CERTIFIED PROFESSIONAL DATA CENTER VIRTUALIZATION ▶ VMWARE
GOOGLE CLOUD PROFESSIONAL CLOUD SECURITY ENGINEER COURSE ▶ A CLOUD GURU
AWS CERTIFIED SOLUTIONS ARCHITECT ASSOCIATE ▶ A CLOUD GURU
CISCO CERTIFICATIONS
- ▶ CUSTOMER SUCCESS MANAGER
- ▶ BUSINESS CRITICAL SERVICES SPECIALIST
- ▶ SOFTWARE DEFINED ACCESS PROOF OF VALUE CHAMPION
- ▶ BLACK BELT FOR SDA/DNA DESIGN & DEPLOYMENT
- ▶ GREEN BELT FOR ARCHITECTURE DEPLOYMENTS
- ▶ CISCO DATA CENTER SPECIALIST
- ▶ SD-WAN CERTIFIED DEPLOYMENT ENGINEER
- ▶ CISCO SEGMENT ROUTING PIONEER AWARD 2016