

SUDHIR KARAMGALA, PMP®

Technical Program / Project Manager – Infrastructure | SRE | Data Platforms

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EXECUTIVE SUMMARY

PMP®-certified Technical Program Manager with 11+ years of experience delivering large-scale infrastructure, SRE, and data platform transformation programs in high-availability enterprise environments. Proven track record of driving \$5M+ cumulative OPEX and CAPEX savings, sustaining 99.99% SLA, and executing zero-downtime migrations. Strong expertise in RAID governance, stakeholder and vendor management, SRE adoption, observability, and AI-driven operational automation with clear alignment to business outcomes.

KEY ACHIEVEMENTS

- \$5M+ cumulative OPEX & CAPEX savings delivered through infrastructure rationalization, capacity optimization, and vendor cost controls
- Sustained 99.99% SLA across mission-critical enterprise platforms
- Led 15+ zero-downtime enterprise migrations in highly regulated environments
- Implemented SRE and observability practices achieving 35% MTTR reduction
- Earned 6× Verizon Spotlight Awards for platform stability, automation, and execution excellence

CORE COMPETENCIES

Program & Project Management, Infrastructure Delivery, Service Delivery Management, Incident & Problem Management, Site Reliability Engineering (SRE), Observability & Monitoring, RAID Governance, Vendor & Managed Services Governance, SLA/KPI Management, Cost Optimization (OPEX & CAPEX), Capacity Planning, AWS, Hadoop (HDFS, Hive, Spark), Linux, Jenkins, Git, Shell, SQL, Vulnerability Management, AI-Driven Operations, Agile / Scrum, ITIL, CAB/CCB

EDUCATION AND CERTIFICATIONS

Master of Computer Applications (MCA), 2012–2015

Project Management Professional (PMP®), PMI – Valid through 2028

PROFESSIONAL EXPERIENCE

Verizon Data Services India Pvt. Ltd (Aug 2017 – Present)

Technical Project Manager – OnPrem Infrastructure & Cloud | Dec 2023 – Present

- Leading end-to-end delivery of enterprise infrastructure modernization programs across 1,600+ servers, ensuring high availability, scalability, and reliability.
- Delivered **multi-million-dollar OPEX and CAPEX savings** through infrastructure rationalization, legacy decommissioning, capacity optimization, and vendor cost controls.
- Led vendor governance and managed services transition (HCL), including KPI tracking, SLA/SLS compliance, escalation models, and penalty controls.
- Recognized for leadership in AI-driven vulnerability management and operational automation, improving platform stability, anomaly detection, and risk mitigation across 3,500+ servers.
- Achieved major OPEX reduction by retiring 1,200+ servers and optimizing operational overhead across infrastructure and data platforms.
- Realized CAPEX savings by avoiding new hardware investments through platform consolidation, capacity reuse, and workload optimization.
- Drove adoption of SRE-driven observability and reliability practices, achieving a 35% improvement in MTTR and strengthening overall service resilience.
- Implemented enterprise-wide observability and monitoring using New Relic and Catchpoint, improving system visibility, proactive detection, and SLA adherence.
- Governed RAID, CAB/CCB, release management, and risk mitigation, ensuring predictable delivery across mission-critical platforms.

Engineer III – Consulting (Hadoop & Platform Engineering) | Oct 2021 – Dec 2023

- Owned Hadoop platform upgrades, lifecycle planning, and security compliance across enterprise data platforms.
- Led Spark performance tuning, capacity planning, and resource optimization initiatives.
- Managed migration cutovers and infrastructure readiness for business-critical applications.
- Strengthened incident response and RCA governance for P1/P2 issues, improving platform stability.

Analyst – Database Operations | Aug 2017 – Oct 2021

- Managed Teradata database operations, including security, workload management, and capacity planning.
- Improved database performance by 20–30% while sustaining operational SLAs.
- Supported deployment automation, release approvals, schema validations, and RCA remediation.

Conferra Software Solutions (*Client: ShareThis – USA*)

Cloud & Big Data Engineer | Sep 2014 – Aug 2017

- Designed and implemented automation workflows, reducing 40+ hours of manual operational effort.
- Built end-to-end observability frameworks for distributed cloud and Big Data environments.
- Established production-readiness standards ensuring platform reliability and fault tolerance.
- Acted as technical liaison with US-based stakeholders, ensuring delivery alignment and SLA adherence.