Santhosh Krishnan-Sundaran, Dublin, Ireland, +353 87 092 5372, getme.santhosh@gmail.com
Certifications (Credly: [Santhosh KS Badges](#))
LinkedIn: [Santhosh Krishnan](#) GitHub: [Santhosh Projects](#)

PROFESSIONAL ROLE :

Experienced Infrastructure Engineer with a strong focus on multi-cloud infrastructure and automation. I have a proven track record in leveraging cloud platforms to deliver scalable and reliable solutions. With expertise in Infrastructure as Code , I automate infrastructure provisioning and configuration. I am skilled in CI/CD pipelines and collaborate effectively with cross-functional teams to drive operational excellence.

Skills
Cloud and Infrastructure
- Cloud Platforms:
  Multi-Cloud: AWS, GCP, Azure, VMware (ARIA, NSX, SD-WAN); Private Cloud: vSphere, ESXi
- **Hardware:** HP ProLiant (Gen5, Gen6), IBM x3550, IBM BladeCenter (HS22, HS23), Dell PowerEdge, NetApp FAS 2040, Dell EMC VNX and various Network devices
  Hardware Management Tools: Dell OpenManage, HP OpenView
- Infrastructure as Code: Terraform
- Configuration Management: Ansible, Puppet, Salt
- Container Orchestration: Kubernetes, Docker, Helm, EKS , VMware-TKG
- Monitoring and Logging: CloudWatch, Grafana, Elastic Stack, Logz.io, Sumo Logic
- Networking: NSX, Load Balancers, TCP/IP, HTTP
- **Storage and Backup:** vSAN , IBM SAN , Dell EMC vNX , Networker, NetApp systems , IBM Tivoli
- Virtualization: VMware
- **Operational Expertise:** Lifecycle Management, Risk Management, Fault Prediction, Post-Lifecycle Systems

Cloud Infrastructure Automation
- CI/CD: Jenkins, GitLab CI, Concourse, Runway, Nimbus
- Scripting: Python, Bash, PowerShell
- Automation: Ansible, Puppet
- DevOps Practices: SRE, DevOps
- Workflow Automation: Atlassian tools (JIRA), Collaborative platforms
- Source Code Management: GitLab, Bitbucket

System Administration
OS: Linux, Windows; Network Mgmt: NSX, Load Balancers; Web Servers: Apache, Nginx; Storage & Backup: VNX, NetApp, Networker; Security and Patch Mgmt.

Site Reliability Engineering (SRE)
- DevOps, SRE, On-Call Rotation, Escalation & De-Escalation Mgmt, Troubleshooting, Deployment, Disaster Recovery

Soft Skills
- Leadership and Management: Leadership, Mentoring, People Management, Project Management
- Communication: Effective Communication, Technical Writing
- Problem-Solving: Troubleshooting, Problem-Solving

Service Management
- IT Service Management: ITSM, Incident Management, Change Management, Problem Management
- Pre-Sales and Consulting: Pre-Sales, Client Delivery Management, Technical Consulting

Awards and Recognition: Awarded **SAP Catalyst of the Year** in both 2020 and 2021 for outstanding contributions to infrastructure operations and strategic initiatives.
Recognized as the **Best MVP of the Year** for driving successful customer onboarding to cloud infrastructure
At the Best , VMware by Broadcom - 2022
Best Team Player - 2009
Best Managed Team - Nuance Inc - Servion , 2010
MVP , Infosys - 2012 , 2014
Green IT Cloud Virtualization project 2012 (Ricoh) , Infosys

Jul 2022 — Sep 2024   R & D Engineer IV, VMware by Broadcom

- **Operational Strategy Development:** Designed and implemented multi-cloud infrastructure strategies for VMWARE POP's in multiple Geo locations ensuring alignment with global service requirements.
  Multi cloud deployments of VMware services on **AWS**, **GCP**, Azure.
- **Lifecycle Management:** Led the end-to-end development of operational capabilities, including fault prediction, risk identification, and proactive maintenance, to ensure maximum efficiency and reliability.
- **Post-Construction Systems:** Established post-lifecycle operational systems for spare parts acquisition, software support, and ongoing infrastructure optimization.
- **Point of Presence (POP) Deployment:** Built and managed VMware POP locations across the globe using **Dell PowerEdge servers** for hardware. Responsible for maintaining, upgrading, and ensuring seamless operations. Leveraged **vSAN** for scalable and reliable storage solutions.
- **CI/CD Solutions:** Collaborated with **DevOps**, **SRE**, and engineering teams to develop seamless CI/CD pipelines for global VMware SASE and SD-WAN services.
- **Kubernetes Management:** Managed Kubernetes clusters (**EKS**, **Tanzu**) for scalability, upgrades, and secure access, leveraging expertise in monitoring systems such as **Prometheus** and **Grafana**.
- **Infrastructure Automation:** Automated infrastructure provisioning and configuration using **Terraform**, **Jenkins**, and **Ansible**, supporting large-scale server infrastructures.
- **Cloud Expertise:** Demonstrated proficiency in **AWS** and **GCP**, including workload migration, IAM roles, and performance optimization, ensuring alignment with evolving service demands.

May 2016 — Aug 2022   IT Senior Infrastructure Architect, SAP

IT Cloud Operations & Services – Lead
- Led the management and development of infrastructure operations and support teams across Europe and APJ regions.
- Delivered and supported Hybris Cloud customers hosted in SAP Cloud Commerce data centers and public clouds, including Microsoft Azure and AWS.
- Promoted to Tech Leader EMEA, focusing on IT infrastructure strategic projects to enhance global operations.
- Responsible for supporting and administering core infrastructure and client services, collaborating effectively with globally distributed virtual teams.

IT Infrastructure Engineering – Architect
- Designed and deployed data center platforms using the VMware SDDC framework, emphasizing Infrastructure-as-Code (IaC).
- SME for compute, storage, and platform engineering, resolving escalated issues within agreed SLAs.
- Defined roadmaps and led the implementation of strategic infrastructure projects to enhance scalability and resilience.

Cloud Server Operations:
- Designed and implemented strategies for private cloud transformations, aligning infrastructure capabilities with large-scale business needs.
- Directed data center migrations and consolidations, optimizing performance and ensuring operational continuity.
- Provided technical expertise in VMware SRM disaster recovery and infrastructure upgrades to enhance reliability.

Hardware and Storage:
- Deployed and maintained DELL PowerEdge R* Services servers , HP Bladesystem Enclosures , NetApp storage systems, and backup solutions using Dell Networker.

Operational Strategy Development:
- Architected infrastructure solutions tailored to meet the diverse requirements of SAP Cloud Commerce customers.
- Implemented lifecycle management strategies for VMware SDDC platforms, focusing on fault prediction and preventive maintenance to ensure service reliability.
- Established post-construction processes, integrating spare parts logistics and software support to maintain operational continuity.
- Delivered and supported Hybris Cloud services (SAP CustomerXperience Suite) and VMware infrastructure for global data centers, leveraging Terraform, vRA, and vRO for IaC automation.
- Collaborated with cross-functional teams to optimize cloud operations and resource utilization in hybrid environments.

Project: RIDS Program

The RIDS project delivered a scalable, flexible, and agile platform that aligned with our client's IT Data Center Strategy. It achieved approximately an **85% reduction in carbon footprint and energy consumption** through the implementation of software-driven data centers. This initiative was recognized with the **Green IT Cloud/Virtualization Project of the Year (2012)** award.

Key Achievements in this role:

IBM System X - Certified

Server Infrastructure Expertise: Designed, installed, built, and maintained **physical** and virtual servers following ITIL guidelines, ensuring operational excellence and alignment with industry standards.

Played a pivotal role in the **"Green IT Cloud Virtualization Project 2012"** and was a joint recipient of the **TechWorld Cloud Project of the Year 2013.**

Acted as a Subject Matter Expert (SME) for infrastructure virtualization and server support, consistently delivering technical improvement plans aligned with business needs.

Data Center Migration and Cloud Transformation: Planned and executed large-scale data center migrations and consolidations, transitioning 1700+ virtual servers into award-winning private cloud infrastructure across Tier 3 HUBs.

Disaster Recovery (DR): Achieved end-to-end disaster recovery solutions using VMware SRM, ensuring business continuity plans (BCP) met agreed RTO/RPO targets.

Infrastructure Upgrades and Optimization: Led infrastructure upgrade projects, including vCenter, ESX, SRM, VDP, and IBM BladeCenter platforms, as part of continual service improvement initiatives.

-Consolidated and optimized infrastructure for virtual environments, ensuring seamless deployment, migration, and support for servers across geographically distributed locations.

Cloud Server Operations: Designed and implemented strategies for private cloud transformations, aligning infrastructure capabilities with business requirements and large-scale needs.

Hardware and Storage: Deployed and maintained IBM BladeCenter servers (HS22 & HS23), IBM SAN storage systems, and backup solutions using IBM Tivoli.

Client and Stakeholder Collaboration: Participated in client demand and planning review meetings, contributing to strategic discussions and driving the development of new RFPs.Delivered industry-leading consultation-led approaches to align infrastructure improvements with client business objectives.

System Engineering and Operations

- Operated in critical environments, managing infrastructure with **ITIL best practices** to ensure high availability and performance for critical systems.
- Gained hands-on experience in **ITSM monitoring** and **data center (DC) SysOps**, supporting seamless production operations and data center management.
- Installed, configured, and maintained **Linux** and **Windows servers**, performing remote administration using tools like **DRAC** and ensuring optimal system performance.
- Managed essential services, including mail, web, and FTP servers, while implementing security policies and developing automation through shell scripts.
- Configure and troubleshoot network services, ensuring smooth connectivity and performance.
- Utilized monitoring tools like **Nagios** and **OpenNMS** to oversee server health and address potential issues proactively.
- Proficient in server virtualization and automation, leveraging expertise to streamline processes and enhance operational efficiency.
- Skilled in **troubleshooting**, **incident management**, and optimizing workflows with automation tools.
- Managed user access, file permissions, and **Cron jobs**, ensuring secure and efficient operations across environments.

Thank You ..!!