

Santhosh Krishnan Sundaran

Digital Infrastructure & Cloud Transformation Leader

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Executive Summary

Technology executive with **19 years of experience** leading global infrastructure, cloud-native platforms, and digital transformation initiatives across B2B/B2C environments. Proven expertise in SAP Commerce Cloud (Hybris), multi-cloud orchestration (AWS, GCP, VMware), and infrastructure automation using CI/CD, Kubernetes, and Terraform. Adept at aligning infrastructure strategy with business goals, optimizing service delivery, and driving innovation in complex, distributed environments. Known for cross-functional leadership, stakeholder engagement, and enabling scalable, secure, and high-performing digital platforms.

Core Competencies

- SAP Commerce Cloud (Hybris) Operations
 - Multi-Cloud Infrastructure: AWS, GCP, Azure, VMware
 - Kubernetes (EKS, Tanzu), Docker, Helm
 - CI/CD Automation: Jenkins, GitLab, Ansible
 - Infrastructure as Code: Terraform
 - DevOps & Site Reliability Engineering (SRE)
 - API Performance & Platform Reliability
 - Strategic Planning & Stakeholder Management
 - Global Team Leadership & Agile Delivery
 - Security, Compliance & Governance
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Professional Experience

The National Lottery – Infrastructure Engineering Lead, Platform Owner

Jan 2025 – Present | Dublin, Ireland

- Lead the entire IT infrastructure strategy and operations for a national-scale organization, supporting both corporate and gaming platforms.
- Define and implement modernization initiatives aligned with business objectives, serving as SME for enterprise and gaming infrastructure.
- Oversee hybrid infrastructure across Azure, AWS, and on-prem environments, including VMware vSphere, IBM SAN FS2770, Brocade SAN switches, and Rancher.

- Administer domain services (AD/DNS), Linux, Windows, and AIX servers, ensuring optimal performance and security.
- Manage SD-WAN (CATO-SASE), implement IT security strategies, and ensure compliance for business-critical systems.
- Lead IT product research, vendor coordination, and infrastructure enhancement projects.
- Oversee cloud-hosted services including Office 365, Entra, Exchange, SharePoint, Defender, Dynamics, and PowerApps.
- Responsible for backup and disaster recovery using Veritas NetBackup.

VMware by Broadcom – R&D Engineer IV

Jul 2022 – Sep 2024 | Dublin, Ireland

- Led SRE and infrastructure automation for VMware's global SD-WAN and SASE services across AWS, GCP, and internal data centers.
- Managed Kubernetes clusters (EKS, Tanzu), CI/CD pipelines (Jenkins, Ansible), and monitoring stacks (Prometheus, Grafana).
- Collaborated with DevOps and engineering teams to resolve complex API issues and optimize platform reliability.
- Implemented security best practices including IAM, secrets management, and infrastructure hardening.
- Enabled scalable service delivery through automation, orchestration, and cross-functional leadership.

SAP – IT Senior Infrastructure Architect

May 2016 – Aug 2022 | Dublin, Ireland

- Delivered and supported SAP Hybris cloud services for global e-commerce platforms, ensuring performance, availability, and compliance.
- Architected VMware SDDC platforms using vRA/vRO and Infrastructure-as-Code to support SAP Cloud Commerce operations.
- Partnered with product and engineering teams to align infrastructure delivery with digital commerce strategy.
- Led strategic infrastructure projects and collaborated across global teams to ensure seamless cloud operations.

Infosys Limited – Technology Lead

Nov 2012 – Mar 2016 | Dublin, Ireland

- Designed and maintained virtualized infrastructure aligned with ITIL standards.
- Led data center migrations and private cloud transformations.
- Implemented disaster recovery solutions using VMware SRM and optimized infrastructure performance.

Nuance Inc. – Technical Lead

Dec 2008 – Nov 2012 | Dublin, Ireland

- Managed infrastructure operations for voice hosting systems in critical environments.
- Led production operations, incident management, and automation initiatives.
- Ensured high availability and performance for mission-critical systems.

HCL Technologies – Senior Engineer

Aug 2006 – Dec 2008 | Dublin, Ireland

- Administered Linux and Windows servers, implemented security policies, and developed automation scripts.
- Managed network services, monitored systems, and supported data center operations.

Education

B.Tech – Information Technology Anna University, 2002–2006

Certifications Verified via https://www.credly.com/users/santhosh_ks/badges#credly

Technical Skills

Cloud Platforms: AWS, GCP, Azure, VMware (ARIA, NSX, SD-WAN), vSphere, ESXi

Infrastructure as Code: Terraform

Configuration Management: Ansible, Puppet, Salt

Container Orchestration: Kubernetes, Docker, Helm, Rancher

Monitoring & Logging: CloudWatch, Grafana, Elastic Stack, Logz.io, Sumo Logic

Networking: NSX, Load Balancers, TCP/IP, HTTP

Storage & Backup: IBM SAN FS2770, NetApp, Veritas NetBackup

Virtualization: VMware vSphere, ESXi

DevOps Tools: Jenkins, GitLab CI, Concourse, Runway, Nimbus

Scripting: Python, Bash, PowerShell

Security & IAM: IAM roles, secrets management, SD-WAN CATO-SASE

Collaboration & Workflow: Atlassian (JIRA), Office 365, SharePoint, Dynamics, PowerApps

Leadership & Soft Skills

- Strategic Planning & Execution
- Cross-Functional Team Leadership
- Stakeholder Engagement & Communication
- Agile & DevOps Culture Champion
- Mentoring & People Development
- Conflict Resolution & Decision-Making
- ITSM: Incident, Change, Problem Management
- Pre-Sales & Technical Consulting