

NARENDRA THAPA

Technology Delivery Leader | Cloud | Infrastructure | AI Transformation

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SUMMARY

Technology Delivery Leader with 20+ years of success in steering cloud, infrastructure, and AI initiatives that accelerate digital transformation and enhance operational resilience. Skilled at aligning technology roadmaps with strategic priorities and leading global teams to deliver measurable improvements in scalability, efficiency, and business outcomes.

KEY ACHIEVEMENTS

Managed \$7.5M IT portfolio for Fortune 500 clients

Drove 35% YoY Revenue Growth by Transforming a \$7.5M Technology Portfolio into a Strategic Value Driver. Achieved significant top-line growth by moving beyond service delivery to strategic partnership, aligning high-margin technology solutions directly with the core business objectives of Fortune 500 clients to fuel mutual expansion.

Pioneered GitHub Copilot AI adoption for Clients

Developed and implemented the clients inaugural Generative AI adoption strategy, championing GitHub Copilot to accelerate product time-to-market by 30% and enhance developer productivity, establishing a key competitive differentiator.

Delivered 20+ large-scale IT projects

Directed Flawless Program Execution, Achieving 100% On-Time Delivery and 95% CSAT across complex multi-cloud, networking, infrastructure, and cybersecurity portfolios. Enhanced operational efficiency by 15% through strategic workflow optimization and proactive risk mitigation, directly fostering the client trust required to secure critical SOW renewals and ensure long-term business continuity.

Skytap Automation & Zabbix Monitoring

Architected and executed a comprehensive infrastructure automation framework, migrating from expensive proprietary tools to an open-source Zabbix and Azure Monitor solution. This initiative not only slashed monitoring costs but also accelerated deployment cycles by 80%

EXPERIENCE

Director of Engineering

Neurealm (formerly GS Lab)

Pune, India

12/2016 - Present

- **Built and scaled a 100+ member global engineering team** working across multiple client projects, fostering innovation and a culture of trust while improving retention by 50% through targeted mentorship and upskilling.
- **Strengthened client partnerships by leading QBRs/MBRs**, aligning technology roadmaps with business goals, and demonstrating value to secure trust and long-term engagements.
- **Drove 30% portfolio growth by expanding services within existing accounts**, identifying opportunities for innovation, and securing major SOW renewals.
- **Developed and executed an engineering strategy integrating project planning and quality assurance**, improving product quality by 25%, reducing defects, accelerating releases, and lowering support costs—while enhancing client satisfaction and scaling delivery across multiple product lines.
- **Collaborated with client POCs, finance, and business teams** to align requirements with scalable solutions—improving delivery speed and solution quality, which boosted client satisfaction scores and secured repeat engagements.
- Accelerated adoption of AI, cloud, and application modernization while advancing GCP and Azure partnerships, elevating the company's innovation profile, securing higher partner tiers, unlocking funding benefits, and strengthening joint go-to-market opportunities.
- Led cloud-native and multi-cloud adoption (Azure/AWS) to cut infrastructure costs by 30%, accelerate deployments, and increase client adoption; additionally, embedded DevOps practices to reduce release cycles by 40%.
- Architected and implemented Skytap automation for deployments and migrations, reducing environment setup time from days to hours, cutting manual effort by 70%, and accelerating project delivery.

Principal SQA Engineer

Veritas Technologies

Pune, India

02/2007 - 12/2016

- **Designed and implemented Veritas Infoscale features on Linux, AIX, and HP-UX** based on customer requirements, resulting in a 30% improvement in system performance.
- **Enhanced product quality to 90% by implementing automated processes**, continuous integration, and efficient issue resolution techniques for faster and more reliable releases.
- Optimized development workflows by automating Linux/Unix environment setups, reducing setup time by 50% and accelerating product deployment timelines by 20%.
- Led the cloud deployment POC of Veritas Infoscale on OpenStack and AWS, successfully delivering full implementation and deployment across both platforms.

System Administrator

Network Information Services

Indore, India

02/2005 - 10/2006

- Strengthened IT resilience by defining and implementing server/workstation recovery plans, reducing downtime by 20% and boosting system efficiency by 25%.
- Ensured seamless IT operations by managing backups, Linux servers, Windows PCs, patching, and network maintenance with 100% compliance to AMC requirements.

CORE COMPETENCIES

Leadership and Delivery: Project Management, Team Leadership, Program & Project Governance, Business Development, Strategic Partnerships, Agile, Scrum, DevOps Practices, Revenue Growth, Cost Optimization

Technical Skills: Prompt Engineering, GitHub Copilot, Cursor, AWS, Azure, GCP, VMware, Skytap, Python, Docker, Kubernetes, Commvault, Veeam, FalconStor, AIX, Linux

TRAININGS & CERTIFICATIONS

- Leadership Training offered by IIM Ahmedabad and facilitated through Coursera
- Artificial Intelligence Certification accredited by Illinois Tech and delivered via Coursera
- AWS Certified Solution Architect – Professional
- Google Cloud Certified Professional Cloud Architect
- Microsoft Certified - Azure Solution Architect Expert
- Microsoft Certified – Azure AI Engineer Associate
- Certified Scrum Master (Scrum Alliance)
- ITIL v4 Foundation Certificate in IT Service Management

EDUCATION

Diploma in Hardware and Networking from Jetking, India	Indore, India
Jetking Infotrain Limited	2002 - 2004
Bachelor of Commerce from North-Eastern Hill University, India	Shillong, India
North-Eastern Hill University	01/1998 - 01/2001