

Suresh Kumar Pallapothu

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Cloud & IT Infrastructure | Data Center | GCC Operations | Leadership & Strategy

Senior Technology Leader with 18+ years of experience driving global cloud operations, infrastructure architecture, and platform engineering across APAC and SEMEA. Proven track record of building and governing 24x7 Global Command Centers, achieving 99.98% uptime across multi-cloud (GCP, AWS, Azure) and hybrid ecosystems. A strategic executor who bridges the gap between legacy enterprise infrastructure and modern AI workloads, currently completing a Microsoft Generative AI Engineering certification to integrate MLOps and AI-driven automation into incident resolution and CI/CD pipelines.

Key Executive Wins:

- Operations Scale: Built and scaled regional capability centers from 0 to 34+ engineers, overseeing multi-disciplinary operations spanning CloudOps, Workspace, and L1-L3 Support.
 - Financial Impact: Delivered 30% YoY cloud cost savings (FinOps) and enabled \$5M ARR growth by aligning support operations with product velocity and customer experience goals.
 - Engineering Velocity: Reduced deployment cycle times by 65% through Infrastructure-as-Code (Terraform) and achieved 99% change success rates via robust agile governance.
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Areas of Expertise

Strategic IT Leadership - Enterprise System Integration

Global IT Roadmap Development - Agile & CI/CD Practices

Business Process Transformation - Cloud & DevOps Enablement

IT Operations Management - Cross-Functional Collaboration

PROFESSIONAL EXPERIENCE

Director Cloud Operations at Zadara India Technology Pvt Ltd.

SINCE Dec'17

Global Operations & GCC Leadership Spearheaded regional support operations across APAC and SEMEA, scaling a cross-functional capability center from 0 to 34 hybrid technology professionals. Achieved 95% onboarding efficiency.

- Oversaw India's IT Operations Center, integrating DevOps, CloudOps, and Solutions Architecture. Achieved 98% SLA adherence and resolved 100+ critical Tier-1 escalations for enterprise clients.
- Served as strategic People Manager, fostering a transparent, metrics-driven culture that tripled team productivity, retained 90% of top performers, and established clear succession planning.

Cloud Architecture & DevOps Automation

- Architected and governed resilient full-stack architecture patterns, delivering 99.98% infrastructure uptime across GCP, AWS, and OPaaS platforms.
- Improved release efficiency by 70% and reduced deployment lead times by 60% through Infrastructure-as-Code adoption and automated CI/CD workflows using GitHub Actions.
- Increased platform service levels by 45% through workflow automation, standardized runbooks, and real-time observability dashboards integrated with Jira and Salesforce.

Business Impact & FinOps

- Cut cloud infrastructure costs by 30% YoY by introducing usage-based billing models, automated resource

scaling, and continuous FinOps audits.

- Enabled \$5M ARR growth by aligning support operations with customer experience goals, reducing ticket resolution time by 50% and boosting CSAT scores by 35%.

Storage Technical Support Engineer at Tegile Systems **Dec'17**

APR'16-

- Directed critical customer escalations and Root Cause Analysis (RCA) for complex enterprise storage environments, ensuring 24x7 global support and strict SLA compliance.
- Administered highly available hybrid cloud and on-premises storage architectures (iSCSI, NFS, CIFS), optimizing networking and infrastructure based on stringent customer availability requirements.
- Collaborated with cross-functional engineering and product teams via GitHub and Jira to resolve deep software defects and enhance overall platform reliability.

Field Support Specialist at Oracle India Pvt Ltd **APR'16**

JAN'11-

- Led the deployment, configuration, and SLA compliance of Oracle Engineered Systems (Exadata, ODA, Exalogic, Super Cluster) across mission-critical enterprise environments.
- Acted as a trusted technical advisor in pre-sales configurations and solution design, recommending optimal hardware and migration strategies to senior client stakeholders.
- Managed Sev-1 escalations, performed deep system diagnostics, analyzed dump files, and authored comprehensive RCA documentation for legacy-to-modern architecture transitions.

Early Career Progression

2008 – 2011

Built foundational expertise in Unix system administration, data center infrastructure, network configuration, and hardware troubleshooting across progressive engineering roles.

- **Unix Administrator, TCS** (Apr 2010 – Jan 2011)
 - **Sr. Field Engineer, Redington India Ltd** (Oct 2009 – Apr 2010)
 - **Field Engineer, Accel Frontline Limited** (Aug 2008 – Oct 2009)
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CERTIFICATIONS

- **Microsoft Generative AI Engineering Professional Certificate (Coursera - In Progress)**
 - Veeam Technical Sales Professional & Sales Professional
 - Tegile Certified Implementation Engineer & System Repair
 - Sun Certified System Administrator (Solaris 10, SPARC M-Series Advocate)
 - Oracle University: Exadata Training & Tape Library Certification
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TECHNICAL SKILLS

Cloud & Containers: AWS, GCP, Azure, Docker, Kubernetes, Zadara OPaaS.

DevOps & Automation: CI/CD Pipelines, Terraform (IaC), GitHub Actions, Ansible, Jira, Confluence.

AI & Observability: MLOps pipelines (In Progress), automated health checks, Grafana, Salesforce.

Enterprise Storage & OS: ZFS, IntelliFlash, SDS Storage, Linux, Sun Solaris 9/10.

ACHIEVEMENTS

Completed **PG Dip in IMS (Infrastructure Management Service) Certificate** from Accel IT academy.

Completed **Exadata Training and Certificate** from Oracle University.

Completed **Tap library Training and Certificate** from Oracle University
