

SANDEEP KUMAR

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CloudOps Manager | Azure Architecture, SRE & FinOps | IT Service Delivery

PROFESSIONAL SUMMARY

Cloud Operations Manager with 18+ years across Azure SaaS operations, enterprise IT infrastructure, and ITIL service delivery. Currently owning Leapwork's Azure-hosted SaaS platform (LaaS), Go and Play supporting 150+ client production tenants across 7 global regions at 99.9%+ availability under ISO 27001 and SOC 2 governance. Proven record of delivering 41% Azure cost savings via FinOps, automating CI/CD and IaC pipelines, and leading multi-site corporate IT operations, vendor ecosystems, and Capex/Opex budgets. Certified Azure Solutions Architect Expert (AZ-305), Azure Administrator (AZ-104), and ITIL Foundation professional.

CORE COMPETENCIES

Cloud & Platform: Azure Architecture & Administration, Multi-Region SaaS Operations, IaC (Terraform, Bicep), CI/CD & Release Engineering, Virtualization, Cloud Migration, DR/BCP

Reliability & Observability: SRE Practices, SLI/SLO, Monitoring & Alerting (Grafana, Azure Monitor, Log Analytics), Anomaly Detection, Incident, Problem & RCA Management

FinOps & IT Governance: Cloud Cost Optimization (FinOps), Reserved Instances & Savings Plans, ITIL Service Delivery, Change Management (CAB), IT Asset Management (ITAM/CMDB)

Security & Identity: ISO 27001, SOC 2 Type II, Vanta, Scrut, Microsoft Defender, Entra ID / Active Directory, RBAC/PIM, Patching & Vulnerability Management

IT Leadership & Operations: Multi-Site IT Operations, Corporate IT & ERP Administration, Team Leadership, Vendor & SLA Management, Budgeting (Capex/Opex), Cross-Functional Delivery

Tools & Platforms: Azure DevOps, Terraform, Bicep, Grafana, Azure Monitor, Jira, Confluence, Dynamics 365 (ERP/CRM), Python/Streamlit

KEY ACHIEVEMENTS

- **Global Cloud & Infrastructure Scale:** Spearheaded the architectural transition from on-premises to multi-region Azure SaaS (LaaS), scaling operations to 150+ enterprise production tenants across 7 global regions at 99.9%+ SLA availability.
- **FinOps & IT Budget Optimization:** Delivered 41% cloud cost reduction on a scaling Azure footprint via strategic FinOps governance, and previously cut multi-site enterprise Capex/Opex IT spend by 30% on a 100M DZD (~ US\$0.7M) annual budget.
- **DevOps Automation & Incident Reduction:** Accelerated client tenant provisioning by 75%+ (8 hours down to 1–2 hours) via end-to-end IaC/CI/CD automation and reduced daily operational alert noise by 66% through observability re-engineering.
- **Security, Compliance & IT Modernization:** Led successful ISO 27001 and SOC 2 Type II certifications, instituted enterprise CAB and ITIL governance, and shrank physical datacenter server footprint by 80% through virtualization.

PROFESSIONAL EXPERIENCE

Cloud Operations Manager | Leapwork India Pvt. Ltd., Gurugram

Feb 2021 – Present

Own cloud operations, enterprise IT service delivery, and platform governance for Leapwork's Azure-hosted Play, Go, and LaaS platforms, leading a team of 10 engineers across CloudOps, release management, monitoring, and L3 support.

LaaS Platform & Multi-Region Delivery

- Led the architectural transition from on-premises to multi-tenant SaaS (LaaS): designed and validated a secure multi-region Azure architecture and supported its public release on Azure Marketplace.
- Expanded regional hosting across Australia, East US, UK South, and South Africa alongside North Europe, West US, and UAE; scaled Azure SQL Elastic Pool capacity and introduced SME-tier hosting.
- Automated tenant onboarding from manual provisioning (~8 working hours) to 1–2 hour CI/CD pipeline deployment using Azure DevOps and IaC (Terraform/Bicep) triggered via Jira requests.
- Defined the enterprise on-premises-to-LaaS cloud migration framework and enforced n/n-1 version governance, maintaining 80%+ of production tenants on the latest build.

Release & Change Governance

- Established a biweekly Change Advisory Board (CAB) and mandatory production approval gates across all deployment pipelines (LaaS, Play, Go, and Azure APIM), minimizing deployment risk.
- Architected and governed Azure DevOps CI/CD pipelines and directed biweekly cross-departmental release cycles.

FinOps & Cloud Cost Optimization

- Manage the CloudOps Azure budget: forecast spend for executive leadership, govern CMDB and tenant-level cost allocation monthly, and advise engineering teams on non-production budget optimization.
- Procured Azure Reserved Instances (Microsoft Fabric, PostgreSQL, App Service) and expanded Azure Savings Plan commitments, sustaining ~100% commitment utilization.
- Achieved 41% Azure cost savings while scaling through VM right-sizing, burstable compute, non-prod start/stop automation, storage and log-retention tiering, Defender tuning, backup cleanup, and canary shutdowns.

Reliability, SRE & Observability

- Maintained 99.9%+ production availability and strict SLA/SLO compliance for global SaaS operations aligned with Azure enterprise SLAs.
- Replaced manual morning monitoring checks with automated Grafana and Azure Monitor dashboards, cutting daily alerts from 300+ to ~100 via threshold tuning, anomaly detection, and multi-region alert routing.
- Integrated Azure Monitor Alerts with Jira for automated incident lifecycle management, reducing manual toil and tracking MTTR across major client-reported incidents.
- Directed Root Cause Analysis (RCA) and problem management for complex L3 customer escalations (performance, connectivity, authentication, database), eliminating recurring incident patterns.

Security, Compliance & Corporate IT Governance

- Achieved ISO 27001 re-certification and SOC 2 Type II certification; maintained continuous audit readiness using Vanta and Scrut.
- Deployed Microsoft Defender across the cloud estate and governed Entra ID RBAC/PIM access reviews, identity lifecycle, and enterprise security patching.
- Migrated Active Directory Domain Services (AD DS) from vendor-managed to Leapwork-owned infrastructure and led AWS-to-Azure resource migration for consolidated cloud management.

Team Leadership & Operational Tooling

- Built a high-accountability engineering culture via Agile scrums, Jira dashboards, OKR-aligned quarterly goals, retrospectives, and blameless postmortems.
- Transitioned release cadence and tenant lifecycle workflows to team ownership and led structured knowledge-transfer programs enabling CX teams to resolve more tickets at L1/L2.
- Administered internal Microsoft Dynamics 365 (Finance, Sales, Commerce) environments, achieving 90%+ CSAT.
- Developed and deployed 5 internal web utilities and operational dashboards using AI-accelerated development (Python/Streamlit) to automate data analysis and speed up leadership decision-making.

IT Manager (Site Incharge – IT) | Dodsai Engineering & Construction Pvt. Ltd., Algeria May 2018 – Nov 2020

- Managed a 100 million DZD (≈ US\$0.7 million) annual Capex/Opex IT budget covering hardware, software licensing, and staffing across office, camp, and plant sites, cutting annual spend by 30% via vendor and procurement governance.
- Reduced physical server footprint by 80% by designing and executing a server virtualization roadmap, lowering infrastructure cost and simplifying disaster recovery and support.
- Implemented ITIL-aligned Incident, Problem, and Change Management processes, improving resolution times, reducing repeat incidents, and sustaining 95% SLA compliance.
- Defined requirements for and deployed an ITSM helpdesk ticketing and asset management system, giving leadership visibility into ticket volumes, IT asset tracking, and SLA adherence across all sites.
- Restructured the regional IT function with defined roles and KPI accountability, leading a multi-site team of 9 IT engineers across 3 sites.
- Maintained 99% infrastructure and network uptime for 300+ users across remote office, camp, and plant locations through proactive vendor, ISP, and subcontractor management.

ADDITIONAL WORK EXPERIENCE

IT Operations Lead (Site Incharge) HCL Infosystems Ltd., Noida	Apr 2017 – Jan 2018
IT Support Engineer Le Ecosystem Technology India Pvt. Ltd., Gurugram	Jun 2016 – Mar 2017
Senior Technical Support Engineer HCL Infosystems Ltd., Noida	Jan 2013 – Jun 2016
IT Incharge (IT Operations) Fortis Lifeline Hospital, Alwar	Sep 2010 – Dec 2012
MIS Executive Klazina Cybersys BPO Services Ltd., Gurugram	Jun 2008 – Aug 2010
IT Executive Embee Apparels Pvt. Ltd., Bengaluru	Nov 2007 – May 2008

CERTIFICATIONS

● Microsoft Certified: Azure Solutions Architect Expert (AZ-305)	Mar 2025
● Microsoft Certified: Azure Administrator Associate (AZ-104)	Jan 2025
● Microsoft Certified: Azure Fundamentals (AZ-900)	Nov 2022
● ITIL Foundation Certificate in IT Service Management	Jun 2014

EDUCATION & LANGUAGES

Bachelor of Engineering (B.E.) in Information Technology University of Rajasthan	2007
Languages: English Hindi Punjabi	