



# Venkata Sujan Madhur Piratla

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## Summary

8+ years of experience driving digital transformation, platform automation, and cloud modernization across telecom and B2C retail. Led cross-functional efforts, streamlined releases, and delivered scalable, compliant systems for cloud-native initiatives.

## Professional Experience

### Senior Associate - Projects | Cognizant | Hyderabad

- Orchestrated cloud-based **rollouts across ~3,000 stores for a B2C e-commerce platform** of a leading US quick-service restaurant chain, aligning cross-functional teams to ensure go-to-market readiness and seamless release execution.
- Reduced cloud costs by ~45%** during off-peak periods and ensured uninterrupted service during traffic surges by implementing autoscaling (HPA) in GKE.
- Prevented over 90% potential revenue loss** during high-traffic retail events by automating surge response, **reducing downtime from 72 to under 10 minutes** and improving platform stability and customer experience.
- Spearheaded the rollout of Workload Identity Federation across 7 applications, **eliminating 100% of service account keys**, significantly **reducing credential exposure risks** and ensuring full compliance with security standards.
- Strengthened authentication security and reduced system failures** by implementing internal service-to-service routing in place of API key dependencies.
- Improved customer experience and supported sustained revenue growth by developing an automated framework to assess and optimize system performance under peak load conditions.

### Associate - Projects | Cognizant | Hyderabad

- Led **DevOps ownership** for a high-volume B2C e-commerce platform, **managing 12M+ transactions/month and 300M async calls**, and improved system scalability by optimizing backend data synchronization for non-transactional workflows.
- Led implementation of the 'Bill of Health' compliance framework, ensuring 100% production readiness** and adherence to industry standards across applications and infrastructure by partnering with client stakeholders. This streamlined audits, mitigated compliance risks, and enhanced release governance and eCommerce site availability.
- Established real-time functional monitoring** using Splunk dashboards, enabling pro-active issue detection and reducing manual log analysis. This improved troubleshooting efficiency and strengthened overall platform resilience.
- Enabled AppDynamics-based monitoring for microservices, optimizing response times and detecting performance bottlenecks. **Reduced incident detection time from 30-60 minutes to 5-15 minutes (50-80% faster)**, improving platform stability.
- Spearheaded automated alerting for availability and performance issues using Splunk and AppDynamics, **reducing incident detection time by ~93%, from ~30 minutes to under 2 minutes** - and minimizing service disruptions through pro-active monitoring.
- Integrated testing into DevOps pipelines, eliminating manual intervention and enabling seamless validation of business-critical transactions. This accelerated issue detection, reduced deployment delays, and improved release velocity and time-to-market.
- Partnered with client stakeholders to **standardize CI/CD workflows** across development, QA, staging, and production, reducing inconsistencies, streamlining deployments, and improving platform stability.
- Collaborated with client stakeholders to define deployment workflows and enforce CI/CD best practices, introducing structured processes that improved code quality, delivery reliability, and team efficiency.
- Led Infrastructure-as-Code implementation** by developing an automated cloud deployment framework, streamlining application releases while ensuring consistent provisioning, reduced errors, and improved system scalability.

### Systems Engineer | Tata Consultancy Services | Hyderabad

- Enabled better scalability planning and efficient setup of multi-node network simulations by developing scripts to assess node capability across 3G/4G/5G configurations.
- Reduced developer effort per build by 75% (from 2 days to 0.5)** by automating build workflows using Jenkins and Shell scripting, accelerating error-free simulation package delivery.
- Reduced manual network rollout effort by 50%** by automating the process using open-source tools, streamlining cloud-based deployments.
- Enhanced operational reliability** and reduced manual oversight by developing Jenkins jobs and Shell scripts to **monitor 40+ servers and automate build pipeline components**.
- Automated Closed Network rollout process, **cutting deployment time by 60% - from 5 days to 2 days**, despite server access limitations, and eliminating the need for manual processes.
- Enabled cloud migration opportunities by refactoring automation scripts and resolving critical configuration issues, allowing scalable simulation rollouts across cloud-based network environments.
- Collaborated with cross-functional development and testing teams to ensure integration of simulations into test environments for accurate validation of network scenarios prior to release.

**Assistant Systems Engineer | Tata Consultancy Services | Hyderabad**

- Designed telecom network simulations for a European operator to validate 3G/4G/5G and Core network readiness, ensuring reliable performance prior to live deployment.
- **Managed end-to-end delivery of simulations for a network management platform**, ensuring timely and reliable deployment of pre-launch test environments.
- **Delivered 130+ telecom network simulations** over two years, supporting pre-deployment validation of critical configurations for a network management tool.
- **Built and delivered large-scale simulations of 1.8k to 15k nodes for 3G/4G/5G and Core networks**, enabling repeatable validation during every three-week sprint cycle.
- Simulated real-world network conditions - including traffic loads, alarms, and handovers - to support pre-release validation of network manager functionality by test teams.
- Improved integration and ensured consistent simulation deployments by enhancing CI/CD scripts across multiple delivery cycles.
- Ensured stable simulation delivery and resolved server environment issues during release cycles by configuring and managing deployments in Unix based environments.

**Education**

**B.Tech (EEE) – GITAM University, Visakhapatnam | India**

**Accomplishments**

- On the Spot Award - Awarded for automating critical workflows, which significantly reduced man-hours and improved efficiency.
- Applause Award - Awarded for resolving critical bugs in a workflow, which enabled the successful deployment of deliverables to the cloud.
- CSAT Achievement - Recognized for maintaining an NPS of 9 for the project in Cognizant, reflecting high customer satisfaction and delivery quality.
- Client Appreciation - Received leadership recognition for consistent delivery over the year, contributing to a strong NPS and overall client trust during my time at Cognizant.
- Promoted for exemplary performance - Promoted for outstanding performance in leading multiple teams and driving compliance and Bill of Health initiatives to ensure successful production rollout of microservices in Cognizant.

**Certifications**

|   |                 |
|---|-----------------|
| Google Cloud Certified Cloud Digital Leader, Google Cloud | <b>Jun 2023</b> |
| GitHub Copilot, GitHub                                    | <b>Feb 2025</b> |

**Extra-Curriculars**

- Co-Treasurer of Engineers Without Borders student chapter, with over 200 members, in its inaugural year during under-graduation.
- Organizer for an inter-college level fest by EWB student chapter on World Water Day.