

Andrew Katana

Cloud Transformation & AI Infrastructure Leader

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Executive Summary

Cloud transformation leader who builds the infrastructure engineering teams ship on — and has done it at every level: architecture, delivery, P&L. Founded a Cloud Center of Excellence from zero at a \$4B software company, growing SaaS revenue from \$240M to \$450M across 10+ product groups and 47 AWS accounts. Led \$26M Professional Services at 38% margin through an M&A transition. Today, I design and deploy production AI infrastructure — RAG pipelines, vector databases, LLM inference stacks — because the leaders advising on AI adoption need to have actually built it. 25+ years turning technical strategy into business outcomes for Fortune 100 clients.

Core Competencies

Category	Skills
Technical Solutions Sales	Enterprise Solution Design, Cloud Architecture Sales, Proof-of-Concept Delivery, Technical Demos, RFP/RFI Response, Value Proposition Design
Revenue Leadership	P&L Management (\$26M+), Margin Optimization (38%+), Utilization Management (107%+), Forecast Accuracy (95%+), Pipeline Management
Customer Engagement	C-Level Technical Presentations, Executive Briefings, Complex Deal Negotiation, Enterprise Account Management, Technical Qualification

Category	Skills
Cloud & Infrastructure	AWS (EC2, EKS, Lambda, S3), Azure (VM, K8s, Container Instances), GCP (Compute Engine, GKE, BigQuery), Kubernetes, k3s, Rancher
Security & IAM	Zero Trust Architecture, Identity Management (IAM), PAM, Privileged Access Management, ArcSight SIEM, Fortify Application Security, Data Protection, SDL, CloudFlare Zero Trust
AI & ML Infrastructure	LLM Inference (Ollama, Qwen, DeepSeek), Vector Databases (ChromaDB), RAG Pipelines, Semantic Search, Automated AI Pipelines
DevOps, IaC & DevSecOps	Terraform, Ansible, CloudFormation, CI/CD Pipeline Automation, Security Scanning, GitOps
Sales Operations	Sales Enablement, Demo Scripting, Competitive Analysis, Deal Registration, Win/Loss Analysis, Contract Negotiation
Agile & Delivery	Agile/Scrum, Sprint Planning, SRE Squad Management, Release Cycles, Quarterly Planning, Kanban
Compliance	GxP, HIPAA, GDPR, SOC2, NIST AI RMF, ISO 27001

Professional Experience

Director, SaaS / Cloud Center of Excellence

MicroFocus / OpenText | London, England | 2018 — July 2024

Architected and led the Global Cloud Center of Excellence (CCoE) to transition multi-billion dollar product portfolios from on-premise to secure, scalable multi-cloud architectures (AWS/Azure), executing multi-cloud strategy for global infrastructure operations with automated cost containment strategies.

CCoE Leadership & Multi-Cloud Strategy: - Established and operated a global CCoE shared-services model serving 10+ product groups across 47 AWS accounts and 4 global regions (Oregon, Frankfurt, Sydney, Canada), including security product lines (ArcSight, Fortify, NetIQ, Voltage) - Core team member of the Cloud Transformation Project providing leadership, planning, architecture, and developer support across all product groups - Executed multi-cloud strategy for global infrastructure operations, optimizing cloud provider selection and implementing automated cost containment - Modernized internal product group architectures by spearheading public cloud migrations with Infrastructure as Code (IaC) via Terraform and robust CI/CD pipelines - Applied SaaS Maturity Model methodology to guide product groups through staged cloud adoption — from lift-and-shift through platform optimization and native SaaS architecture - Managed agile delivery through biweekly sprints across 3 Site Reliability Engineering squads, aligning to product group roadmaps and quarterly release cycles

SaaS Migration & Platform Transformation: - Led the “Lift and Improve” migration of the SaaS management platform to AWS ECS Fargate, enhancing high availability and disaster recovery for global clients - Designed and delivered shared services: Landing Zone deployment, hardened AMI build/publish (Linux/Windows), account creation automation, Vault backup service, self-service portal, FinOps reporting, SSM patch management - Built internal AI-enhanced infrastructure for developer self-service: vector database (ChromaDB) for knowledge retrieval, LLM-powered automation for incident triage, RAG pipeline connecting operational runbooks to real-time incident data - Led transition from centralized CCoE model to 3 SRE squads aligned with product groups; designed org structure, managed retention, created career paths from legacy ops to SRE engineering

Compliance, DevSecOps & Security: - Oversaw major global Data Center exit and consolidation into VMC, ensuring all infrastructure transitions met stringent GxP and HIPAA compliance standards - Enforced Secure Development Lifecycle (SDL) across 13 security practices as part of CCoE governance - Embedded DevSecOps practices: automated security scanning in CI/CD pipelines, vulnerability gates before production promotion, infrastructure compliance as code - Guardrails with 50+ security controls across multi-account AWS Organization, aligned to Zero Trust architecture principles - Authored enterprise security response for Danske Bank covering Cloudflare CDN, EU data sovereignty, encryption, and analytics data controls

Governance & FinOps: - Managed AWS Organizations with Service Control Policies (SCPs), account factory automation, and centralized IAM (NetIQ, Okta, AWS Identity Center) - Implemented FinOps reporting and cost management for core shared services and SaaS business across all product groups - Led Cloud Services Acceleration identity redesign for WebRoot (35 AWS accounts): SSO solution using Okta and AWS Identity Center, Account Factory for Terraform automation

Director, Professional Services

MicroFocus / OpenText | London, England | 2015 — Dec 2018

Led Professional Services division across enterprise accounts, managing \$26M+ revenue and leading 110 personnel (10 direct reports including PMO leads, Architects, and Delivery Managers) through high-stakes M&A activity — ensuring operational stability and alignment with global infrastructure goals during the MicroFocus-to-OpenText acquisition.

Revenue & P&L Management: - Managed full \$26M Professional Services P&L with 38% margin targets; exceeded targets while maintaining 107% utilization - Consistently delivered 38%+ margins through efficiency improvements and strategic service mix optimization - Won multiple \$100K+ professional services deals through technical qualification and solution design

People Management & Organizational Leadership: - Led 110-person organization with 10 direct reports who were themselves people managers (PMO leads, Solution Architects, Delivery Managers) - Managed managers across geographies and practices, driving accountability, career development, and performance through a multi-layered org structure - Built and retained high-performing teams through M&A uncertainty, maintaining delivery continuity while transitioning organizational alignment

Technical Leadership & Customer Engagement: - Managed technical response to enterprise RFP/RFI requests, winning multiple six-figure+ contracts - Led solution design for Identity and Access Management (IAM) enterprise accounts for Fortune 100 clients including AIG, J.P. Morgan Chase, and Bristol-Myers Squibb - Presented cloud strategy and architecture decisions to executive leadership including CTO, VP Engineering, and Product leadership - Executed C-level technical demonstrations for CIOs/CTOs at AIG, JP Morgan Chase, PNC, Commerce Bank, Bristol-Myers Squibb

Sales Operations & Strategy: - Partnered with Product Executive Team and sales leadership on product roadmap investments and go-to-market planning for IAM business lines - Developed technical qualification frameworks and solution architecture assets that accelerated sales cycles - Supported 100%+ of revenue pipeline with technical validation and customer presentations

Director, Professional Services

The Attachmate Group (TAG) | Provo, UT | 2011 — 2015

Managed 75+ personnel across commercial and federal practices, leading pre-sales technical support and revenue generation during complex M&A integration of Novell and TAG services.

Pre-Sales & Technical Solutioning: - Led technical validation and solution design for federal and commercial enterprise deals across Novell and TAG heritage services - Managed technical qualification process for DoD and federal customers, ensuring security compliance (GxP, NIST, ISO) - Designed enterprise architecture for IAM and data protection solutions, winning multiple \$500K+ contracts

Revenue & Business Development: - Successfully integrated Novell and TAG services to create new market revenue streams post-acquisition - Consolidated services portfolio into unified delivery model positioning TAG for \$26M+ annual revenue - Maintained 38% margin objectives across all commercial and federal practices

Sales Strategy & Execution: - Expanded revenue through cross-selling professional services to existing customer base - Managed 20%+ of enterprise pipeline for Federal Services practice - Achieved 95%+ forecast accuracy through disciplined sales operations

Director, Data Center Practice

Novell Inc. | Waltham, MA | 2010 — 2011

Architected strategic leadership for data center practices, managing large-scale infrastructure projects while overseeing 48 personnel and comprehensive P&L responsibilities.

Data Center & Infrastructure Leadership: - Directed data center strategy and operations, managing infrastructure projects across multiple enterprise engagements - Oversaw 48 personnel including architects, engineers, and project managers delivering data center solutions - Managed full P&L for data center practice, ensuring margin targets and revenue growth - Developed virtualization and high-availability architectures that became reference implementations for enterprise customers

Principal Technical Architect

Novell Inc. | Waltham, MA | 1999 — 2010

Global reference architect for Identity Management. #1 Billable Resource (164% of target, 2006). Architect of the Year (2005). Presidents Club (2003-2006). Designed Novell’s global IAM reference architecture used by sales teams for a decade.

Career Timeline Summary

Period	Company	Role
2018 — July 2024	MicroFocus / OpenText	Director, SaaS / Cloud Center of Excellence
2015 — Dec 2018	MicroFocus / OpenText	Director, Professional Services
2011 — 2015	The Attachmate Group (TAG)	Director, Professional Services
2010 — 2011	Novell Inc.	Director, Data Center Practice
1999 — 2010	Novell Inc.	Principal Architect — Data Center, Identity and Access

Selected Contract Engagements

Principal Consultant — Identity & Access Management Platform Upgrade
Idenhaus Consulting — Major Insurance/Financial Services Client | **Jul 2024** — **Oct 2024** (Contract)

Technical lead for **NetIQ Identity Governance & Identity Manager** upgrade and compliance hardening at a major insurance/financial services organization. Managed **~3,800 identities** across hybrid on-prem/Azure AD infrastructure with **zero-downtime** mandate.

- **NetIQ Identity Governance & Identity Manager Upgrade:** Executed version upgrade from 4.8.x to 4.10.x and strategic patching of NetIQ Identity Manager (User Application, IDM Engine, Reporting) and Identity Governance modules; applied targeted updates at critical integration points across ~14 active integrations (batch and process-driven) without redesigning the existing architecture
- **Security & Compliance Hardening:** Conducted comprehensive security review against insurance regulatory requirements (SOX, state insurance, GLBA); remediated 5 critical/high findings at the Identity program level; implemented segregation-of-duties (SoD) rule refinements and access certification campaign improvements meeting audit requirements
- **Zero-Downtime Delivery:** Executed phased upgrade across DEV/QA/PROD with **zero production downtime** and **zero end-user impact** — validated via pre/post health checks, rollback plans, and parallel run validation; end-user community experienced zero disruption
- **Upgrade-Focused Knowledge Transfer:** Delivered structured knowledge transfer to **4-person internal team** as part of upgrade execution — driver configs, troubleshooting guides, upgrade playbooks, post-cutover validation procedures — enabling internal team to own ongoing operations post-engagement

Technologies: NetIQ Identity Governance, NetIQ Identity Manager (User Application, Engine, Reporting), eDirectory, Azure AD / Azure AD Connect, compliance frameworks (SOX, state insurance, GLBA)

Scale: 3,800 identities, hybrid on-prem/Azure AD, ~14 integrated applications (batch and process-driven)

Domain: Insurance/Financial Services — SOX, state insurance regulation, GLBA, zero-downtime SLA

Outcome: Upgrade completed on schedule (Jul—Oct 2024) with **zero downtime**, **zero end-user impact**, audit-ready compliance posture. Knowledge transferred to 4-person internal team. Contract concluded upon successful cutover; scope-complete engagement.

Technical Sales Platforms

Cloud Platforms: AWS (EC2, EKS, Lambda, S3, ECS Fargate, Control Tower, AWS Identity Center, Organizations, Guardrails), Azure (VM, K8s, Container Instances), GCP (Compute Engine, GKE, BigQuery), Alibaba, Tencent

AI & ML Engineering: Open Brain (OB1) RAG Pipeline, ChromaDB Vector Database, Semantic Search, LLM Inference (Ollama, Qwen, DeepSeek), nomic-embed-text Embeddings, Automated Pipeline

Infrastructure as Code: Terraform, Ansible, CloudFormation, ARM templates, Gruntworks

Security & IAM: Zero Trust Architecture, Identity Management (IAM), PAM, Privileged Access Management, NetIQ, Okta, AWS Identity Center, Data Protection

Containers & Orchestration: Kubernetes, k3s, Rancher, Docker, ECS Fargate

DevOps & CI/CD: Git, GitHub Actions, Atlantis, Pipeline Automation, Release Management, Security Scanning

DevSecOps: SDL, SAST/DAST Scanning, Vulnerability Gates, Compliance as Code, Pipeline Security Automation

Agile & Delivery: Agile/Scrum, Sprint Planning, Kanban, SRE Squad Management, Quarterly Planning

Compliance Frameworks: GxP, HIPAA, GDPR, SOC2, NIST AI RMF, ISO 27001

Industry Experience

Industry	Clients
Financial Services	AIG, J.P. Morgan Chase, BankOne, PNC, Commerce Bank
Healthcare	Bristol-Myers Squibb, Johnson &

Industry	Clients
	Johnson, Yale New Haven
Government	NSA (National Security Agency), US Department of Transportation
Enterprise	Toll Brothers, Towers-Perrin

Education

- **MA, History** — Villanova University (1993)
- **BA, Political Science** — Temple University (1988)

Certifications

- AWS Certified Solutions Architect Professional
- Azure Solutions Architect Expert
- Terraform IaC Certification

Awards & Recognition

- Novell North American **Architect of the Year** (2005)
- **Presidents Club** (Sales Achievement): 2003, 2004, 2005, 2006
- **Team Player Award**: 2004, 2006, 2007
- **#1 Billable Resource**: 164% of revenue target (2006)

Target Roles

- VP / Director, Cloud Center of Excellence
- Director, Cloud Transformation & SaaS Migration
- Director of Engineering (Cloud Platform / Infrastructure)
- VP, Cloud Architecture & Infrastructure
- Director, Professional Services (Cloud / SaaS)
- VP, Technology Strategy & Execution

Additional Leadership

- **Published Author & Speaker** — Speaker at BrainShare and National Clinical Technologies conferences; 14+ articles on AI infrastructure, cloud strategy, and SRE at atkatana.com/blog
 - **AI Infrastructure** — Built and deployed production RAG pipeline and distributed AI stack across multiple hosts: LLM inference, vector databases, semantic search. Applied Zero Trust and DevSecOps principles to homelab infrastructure.
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Master CV generated June 2026 from 10+ years of career history data

CV → LinkedIn Sync

When this CV is updated, re-sync LinkedIn via:

```
ssh andrew@192.168.1.176 "python3 ~/update_linkedin_profile.py"
```

After running, update `.linkedin-sync-hash` with the new CV git hash to track sync state:

```
git hash-object outputs/master-cv.md > .linkedin-sync-hash
```