ANTONIO PITARQUE SÁNCHEZ

Senior Director | Cloud & Infrastructure Services

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PROFESSIONAL PROFILE

Senior Director in Cloud & Infrastructure Services, with more than 20 years of experience across infrastructure, operations, service delivery and technology management.

My current focus spans cloud platforms, migration, modernization, managed services and cloud operations, working across the full service lifecycle from solution and proposal shaping to delivery governance and long-term operations. I coordinate managers, architects and technical teams, work closely with clients and partners, and connect technology decisions with client priorities, service quality, people and financial considerations.

With a technical background in infrastructure and operations, I am comfortable working with specialists and complex technology environments while maintaining a pragmatic management perspective. People leadership, talent development, international collaboration and building trusted relationships with teams and clients have been recurring elements throughout my career.

CORE EXPERTISE

Cloud & Infrastructure Services • Public Cloud • Managed Services • Service Delivery • Platforms & Modernization • Cloud Operations • Cloud Migration • IT Infrastructure Management • AWS • Client Engagement • Delivery Governance • Team Leadership

PROFESSIONAL EXPERIENCE

NTT DATA — JAN 2015 – PRESENT

SENIOR DIRECTOR | CLOUD & INFRASTRUCTURE SERVICES — **Apr 2025 – Present**

- Lead Cloud & Infrastructure Services initiatives across enterprise cloud platforms, migration and modernization, Managed Services and Cloud Operations, with AWS playing a key role in the current scope.
- Responsibilities span solution and proposal shaping, delivery governance, client engagement, coordination of managers, architects and technical teams, capacity and talent development, and the operational and financial oversight of projects and services.
- Contribute to the evolution of reusable cloud and service capabilities around automation, efficiency, CloudOps/SRE, FinOps and sovereign cloud, connecting transformation programs with sustainable long-term operations.
- As a member of the AWS Business Group, collaborate with AWS and teams across NTT DATA to align capabilities, opportunities and delivery, while also contributing to recruiting, knowledge sharing, technology events and talent development.

MANAGER | CLOUD, PLATFORMS & INFRASTRUCTURE SERVICES — **Sep 2019 – Mar 2025**

Infrastructures Core Cloud Line / Digital Cloud Platform | Nov 2021 – Mar 2025

- Responsible for public cloud platform initiatives, mainly across AWS, Azure and GCP, including hybrid approaches, covering projects related to platform definition, design, deployment and migration.
- Also responsible for organizational activities within the Cloud area, including staffing, recruitment, assignments, career development and training.
- Led the relationship with AWS from the Infrastructure Services perspective, contributing to partnership activities, the achievement and renewal of capabilities and competencies such as MSP and Migration, strategic initiatives and joint opportunities. Attended AWS summits and events, such as the re:Invent event in Las Vegas (USA).
- In parallel, led and supported Cloud Platform & Migration proposals and projects for large enterprise clients, with increasing focus on AWS, Landing Zones, migration and modernization.

SKC O3 - Skills Center for Cloud, DevOps and Blockchain | Oct 2019 – Oct 2021

- Responsible for SKC O3 Operations, coordinating PMO, architecture and engineering teams responsible for running projects.
- The Skills Center brought together Cloud and DevOps capabilities, combining presales, PMO, architecture and engineering to support strategy, innovation, project execution and professional development.
- Contributed to the evolution of cloud capabilities, proposals and project delivery while the role progressively shifted toward broader Cloud Platform, Migration and client responsibilities.

TechData | Oct 2019 – Oct 2023

- Managed a global IT Operations service for a major technology distribution company, covering traditional infrastructure operations and projects, global patching and security support across AMER, EMEA and APAC.
- Worked directly with senior client stakeholders on service growth, modernization and infrastructure transformation.

INFRASTRUCTURE SYSTEM LEADER — Jan 2015 – Aug 2019

CeX DevOps - Center of Excellence for DevOps | Sep 2018 – Mar 2020

- Responsible for the creation and growth of the DevOps Center of Excellence within Infrastructure Management.
- Defined team setup, goals and mission, service catalogue, relationship models, training plans, commercial material and financial management.
- Focused on supporting customers in DevOps and Container adoption through specialized services around platform and DevOps toolset management, with Kubernetes and OpenShift in public and private cloud contexts.

Altemista - NTT DATA innovation project | Jun 2017 – Mar 2020

- Cloud services innovation project covering project coordination, demand management, operations responsibility, platform deployment and management.
- Collaborated with NTT DATA Japan and third-party vendors on a customizable Cloud DevOps Platform covering delivery phases and Continuous Development / Release Management practices.

ITNOW! | Mar 2016 – Jun 2017

- Program Manager leading initiatives to optimize infrastructure provisioning services and maintenance efficiency, with a strong focus on process automation (ITPA).
- Established and managed a PMO for the infrastructure automation program, reporting to senior management and supporting business/executive presentations and reporting.

Banc Sabadell / TSB integration | Nov 2015 – Mar 2016

- Project and Program Manager, establishing a PMO to coordinate infrastructure projects related to the integration between Banc Sabadell and TSB.

European Commission Managed Services tender | Oct 2015 – Nov 2015

- Contributed to the technical response for a Managed Services Provision tender, working with European partners within an international consortium led by the company.

Orange Spain - Enterprise Technical Operations | Jan 2015 – Oct 2015

- Responsible for the after-sales technical operations team for enterprise voice and data services.
- Built a new 24x7 team from scratch and grew it to around 20 people, managing incidents and requests for large enterprise accounts.
- Responsible for service quality, SLA compliance, KPI achievement, team organization and direct client communication.

HEWLETT-PACKARD ENTERPRISE SERVICES — MAY 2006 – JUL 2014

UNIFIED COMMUNICATIONS TIER 3 OPERATIONAL ENGINEER — Nov 2010 – Jul 2014

- Provided Tier 3 support to Tier 2 teams and large enterprise customers in Cisco and Avaya environments.
- From June 2012, led Turnover to Production (TOP) projects for new customers, reviewing new Core cluster designs and transformed Cisco Edge sites and verifying implementation against standards and design.
- Participated in a one-week client/vendor working session in Cincinnati, Ohio (USA) in December 2012 to evaluate and improve service processes.

UNIFIED COMMUNICATIONS TIER 2 SUPPORT | COORDINATOR & TEAM LEAD — May 2007 – Nov 2010

- Led and managed a newly created VoIP Tier 2 support group in Zaragoza as an extension of an existing US team, initially supported by a German team.
- Combined team coordination with hands-on technical work on Cisco Call Manager, Call Manager Express, Cisco Unity, switches, voice gateways and related systems.
- Resolved VoIP incidents and helped the team grow in size, complexity and competencies.

NETWORK OPERATIONS CENTER TIER 2 SUPPORT — May 2006 – May 2007

- Provided second-level support for LAN/WAN environments for clients across northern EMEA and the EDS network, working mainly with Cisco devices and also Nortel and HP.
- Worked with help desks, telecommunications providers and other support groups to troubleshoot network issues affecting end users.
- Completed a training and transition phase in the Netherlands (June-August 2006) before establishing the service successfully in Zaragoza; English was the working language.

VELPIA INGENIEROS, S.C.

CO-FOUNDER & TELECOMMUNICATIONS ENGINEER **Sep 2006 – Sep 2008**

- Co-founded a small engineering company focused on Telecommunications Infrastructure Projects (ICT) and related services.
- Planned and managed telecommunications infrastructure for residential developments, including TV/radio/satellite distribution, telephony and home-automation-related services.

ELECTRONIC DATA SYSTEMS (EDS)

MIDRANGE / MAINFRAME OPERATOR **Jun 2004 – May 2006**

- Worked in the Zaragoza EDS Control Centre on operations and monitoring for UNIX/Windows servers, network equipment and midrange/mainframe environments supporting global clients.
- Handled incidents, documentation, scheduling and coordination with support groups in an international environment where English was regularly required.
- In January-February 2005, worked on site at the EDS Operations Center in Spijkenisse, Netherlands, supporting a client migration to Zaragoza through on-site training, documentation development and new escalation procedures.
- Also supported documentation management and scheduling, coordinated with support groups, and designed and developed the Zaragoza Control Center's internal intranet using PHP and MySQL.

IASOFT, S.L.

PROGRAMMER / PROJECT ANALYST **May 2002 – May 2004**

- Worked in the development department on multiple web application projects for different clients, progressing from programmer to project analyst.
- Developed web applications in Microsoft environments using ASP, .NET technologies and SQL Server databases.

BARRABES INTERNET, S.L.

WEB PROGRAMMER / END-OF-DEGREE PROJECT **Feb 2001 – Aug 2001**

- Completed a six-month e-business training placement and participated in the Walqa Program Business Plan.
- Developed an internal web application as the End of Degree Project.

LEADERSHIP & PERSONAL SKILLS

People Leadership: approachable, transparent and development-oriented; builds trust, delegates, mentors and supports professional growth.

Client & Delivery: pragmatic in complex situations, comfortable with senior stakeholders and focused on resolving issues and sustaining delivery.

Technology & Management: technical foundation that supports effective dialogue with specialists and helps connect technical decisions with management, business and client needs.

VOLUNTEERING & COMMUNITY ENGAGEMENT

Project Coach Volunteer | Fundación Exit **Feb 2023 – Present**

Volunteer coach supporting young people in vulnerable situations, encouraging them to continue their education and helping improve their future employability.

Technology community & talent outreach **Ongoing**

Participation in technology events, university and student outreach activities, knowledge sharing and early-career talent initiatives.

SELECTED ACHIEVEMENTS

Cloud & Infrastructure Services operating model evolution

Expanded cloud leadership beyond platform build and migration into a broader Cloud & Infrastructure Services model, connecting business development, delivery and long-term operations around reusable capabilities, automation, efficiency and recurring services.

Cloud Platform & Migration industrialization

Led the evolution of the Cloud Platform & Migration capability with a strong AWS focus, combining complex enterprise initiatives with standardized, reusable Landing Zone approaches to improve consistency, efficiency and scalability.

AWS Managed Service Provider (MSP) Capacity and Migration Competency

Led the achievement and renewal of key AWS capabilities and competencies for NTT DATA across EMEA and LATAM, strengthening the company's position as a strategic AWS partner and enabling access to differentiated partner programs, funding and customer opportunities.

Global IT Operations service expansion

Managed and helped evolve a global infrastructure operations service across AMER, EMEA and APAC, expanding its scope beyond traditional operations into security, projects and modernization while working directly with senior client stakeholders.

People & leadership development

Supported the growth of technical and management talent through recruiting, mentoring, career development and delegation of new responsibilities, helping strengthen leadership capabilities within the teams.

Center of Excellence for DevOps creation

Led the creation of a new DevOps Center of Excellence from scratch within Infrastructure Management, defining the team, mission, service catalogue, training path, commercial approach and financial model. Built a stable technical team of around eight people in the first year, with approximately EUR 600K in revenue.

Orange Enterprise Technical Operations establishment project

After winning the service, built the enterprise after-sales technical operations team from scratch, defined the hiring approach and started the 24x7 operation, growing the team to around 20 people while managing incidents and request fulfilment for large enterprise accounts.

One-week working sessions with client and third-party vendors in the USA

Participated in a one-week working session in Cincinnati, Ohio, with the client account and external vendors to analyse existing processes, identify improvement opportunities and reduce recurring issues and resolution times.

VoIP Tier 2 team creation

Led the creation of a new Tier 2 Voice over IP support team in Zaragoza as an extension of teams in the USA and Germany. The service grew significantly in team size, technical complexity and competencies.

EDUCATION & TRAINING

Universidad de Zaragoza – Centro Politecnico Superior

Master of Science (M.Sc.) | Telecommunications Engineering (2002)

Official Languages School (Zaragoza)

English Official Certificate (Upper Certificate) (2002)

CERTIFICATIONS

Management & service management: PMP® - Project Management Professional (PMP #1761359, renewed through 2029); ITIL® 4 Managing Professional; ITIL® v3 Expert.

Cloud, DevOps & digital: AWS Certified Cloud Practitioner; AWS Partner accreditations; Microsoft Certified: Azure Fundamentals (AZ-900); DevOps Foundation (DOFD)®; Business Agility Foundations; OpenAI Consultative Solutions Practitioner; OpenAI Foundational Knowledge; GenAI White Belt.

Other technical certifications: CCNP Voice; CCNA Voice; CCNA; VMware Certified Professional on vSphere 5; AudioCodes Certified Associate; AudioCodes Gateway in a Lync Environment; Acme Packet; ITIL v3 Foundation and individual lifecycle certificates.

LANGUAGES

Spanish – Native
English – C1 / Full Professional Proficiency