

Krsnaha Suthar

Infra Head, IT | Multi-site infrastructure, cloud, security, SAP platforms and enterprise AI |
Mumbai, India

+91 94686 33333 | me@krsnaha.com | krsnaha.com

Profile

IT infrastructure leader with over 20 years' experience in manufacturing and automotive companies, including eleven years at GM Modular. Currently Infra Head, reporting to the CTO, accountable for infrastructure, cloud, security and service delivery across three group companies and sites throughout India.

Experience falls in three areas: commissioning new plants and offices from design to go-live; keeping business-critical platforms (SAP on HANA, Google Cloud) available; and building the governance around a team, meaning role definitions, KPIs, standards and vendor controls.

Career highlights

- Promoted to Infra Head in April 2026, after eleven years of steadily wider responsibility at GM Modular.
- Lead a 14-member team supporting three group companies, 2,000+ IT assets and sites across India.
- Cut average incident resolution time by 35% with a structured incident process.
- Reduced IT spend by 20% through vendor and contract renegotiation.
- Took 40% off the team's manual workload through automation.
- Taking a new manufacturing plant in Hyderabad from vendor BOQ to commissioning.
- Earlier ran round-the-clock IT support for 1,200+ users at Mahindra & Mahindra.

Experience

GM Modular Pvt. Ltd., Mumbai

Infra Head, IT (Head Office) | April 2026 to present

Senior Manager, Digital Infrastructure; earlier Senior IT Manager | December 2014 to March 2026

Scope

- Report to the CTO. Lead a team of 14 (two managers, engineers, procurement and service desk) serving GM Modular, GM Elektra and GM Nexus.
- Sites: Mumbai head office, the Vasai plants, the Hyderabad factory and showroom, Vijayawada, and branch locations across India.
- Accountable for infrastructure from new-site planning to closure: network, servers, cloud, security, surveillance, access control, vendors, contracts and uptime.
- Final escalation point for major incidents. Work with the heads of Finance, Operations, Sales and Marketing on service levels and priorities.

New sites

- Hyderabad plant (GM Nexus): planning the full IT and physical build. Compared competing vendor BOQs, wrote the gap findings and the decision brief for the CTO, and took the BOQ through three revisions to purchase-order approval.
- Settled the Hyderabad design: Cisco Catalyst 9300 core with HSRP, outdoor-rated access points for the hot machinery zone, SD-WAN with dual ISPs, 147 permanent cameras, and a stabilised power feeder after raw supply began damaging devices.
- Vijayawada: Catalyst 9300 core stack, three floor access stacks, Meraki Wi-Fi and a FortiGate edge. Rewrote the site record into a version-controlled engineering document with 24 findings ranked by severity.

Cloud and applications

- Infrastructure owner for GM Bandhan, the company's loyalty app for electricians and retailers, on Google Cloud: 6 VMs and 4 PostgreSQL databases across development and production.
- Before the 2026 festive season, audited its monitoring and rebuilt it as a 20-policy alert baseline with runbooks. Fixed a scheduler fault that had needed a manual database start every morning.
- Run the SAP B1 and S/4HANA platform on HANA: migration from the on-premises database to HANA, upgrades, high availability, and backup and DR tested on-premises and in cloud.

Security and identity

- Running an Active Directory restructure with a new OU design, tied to FortiGate 400F single sign-on so access follows the corporate grade structure.
- CrowdStrike on endpoints; regular vulnerability assessments with fixes tracked to closure.

Governance, people and cost

- Wrote the IT role framework: 15 position descriptions with KPIs, six controlled standards, and a five-step procurement control that separates who requests, approves, buys, receives and records.
- Own IT policies and SOPs, and the training plans that go with them.
- Manage the IT budget, vendor selection and contracts, and the lifecycle of 2,000+ assets from purchase to disposal.
- Run the service desk on ServiceDesk Plus with SLA tracking.
- Set the ground rules for AI tools in IT, including a hard limit and stop control on automated agents, agreed after board review.

Parth Tech Solutions

IT Project Manager | 2010 to 2014

- Led a team of eight (2 .NET developers, 4 helpdesk engineers, 2 network engineers) delivering client projects to budget and timeline.
- Deployed and administered SAP ECC on SQL Server for clients, covering backup, security and performance, and supported early HANA pilots.
- Ran vulnerability assessments and remediation on SAP and legacy systems.

Mahindra & Mahindra, Mumbai (Worli and Kandivali)

IT Operations Manager | 2008 to 2010

- Ran round-the-clock IT support for 1,200+ users in India and 30 in the USA, on site and remote.
- Administered SAP ECC on SQL Server for finance and operations: upgrades, user provisioning and workflow changes.
- Used system logs and performance data to catch faults before users reported them.

DCS

System Engineer / Web Analyst | 2005 to 2006

- Administered Windows Server 2003 environments and client networks.
- Supported SAP R/3 and ECC on SQL Server and Oracle: user management, transaction monitoring and SOP documentation.

AI and automation

At GM Modular

- Enterprise AI sits within the Infra Head remit: assessing where AI tools fit in IT operations and what the infrastructure must provide for them.
- Use large language models daily in engineering work: reviewing vendor BOQs, drafting site records and runbooks, analysing cloud monitoring configurations and writing incident reports for the CTO.
- Set the governance rules for AI in IT, including data protection checks under DPDPA 2023 and a hard limit and stop control on automated agents.

Independent projects (own time)

- Designed and built a multi-agent orchestration framework for enterprise IT work: 72 specialist agents across nine domains (infrastructure, security, DevOps, operations, data and AI, and others), with a control layer that routes each task and checks the output.
- Designing an enterprise technology operating system concept that gives each level of an organisation its own role-based view of IT, with a central controller managing the AI agents behind it.
- Working knowledge of prompt and agent design, retrieval-augmented generation, Model Context Protocol integrations and AI usage controls.

Core competencies

Area	What that covers
Networks	Cisco Catalyst and Meraki campus LAN and Wi-Fi, SD-WAN, Fortinet firewalls, multi-site rollouts
Servers and cloud	Physical and virtual servers, Google Cloud (Compute Engine, Cloud SQL, monitoring), working knowledge of Azure and AWS
Security	Active Directory, firewall single sign-on, CrowdStrike endpoint protection, vulnerability assessment, backup and DR
SAP platforms	SAP B1 and S/4HANA on HANA, ECC on SQL Server: hosting, availability, backup, upgrades
Site infrastructure	CCTV, access control, structured cabling, power protection, BOQ review and vendor selection
Running the function	Team of 14, ITSM on ServiceDesk Plus, budgets, contracts, SOPs, KPIs

Area	What that covers
AI and automation	LLM-assisted engineering, multi-agent design, prompt and agent workflows, AI governance and data protection

Education and training

- Bachelor of Computer Application, Hamdard University, First Division
- Professional programme in computers, CMS Institute. Covered A+, N+, CCNA, MCSE, RHCE and CWNA

Languages

English, Hindi, Marathi