

SUDHAMAN CHANDRASEKARAN

Vice President, Enterprise Architecture & Software Development

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EXECUTIVE SUMMARY

Technology executive with **20+ years** of progressive leadership in enterprise architecture, AI-native platforms, and large-scale digital transformation. Currently driving Comcast's evolution to an AI-native IT organization across B2B segments — SMB, Mid-Market, Enterprise, and State & Federal Government. Proven track leading global engineering organizations of **200+** professionals. Adept at translating executive strategy into actionable outcomes and scalable platforms across Digital, MarTech, Fulfillment, Agentic AI, and order-to-cash platforms.

SIGNATURE IMPACT

\$220M+ Revenue Driven	\$5M+/yr Cloud Saved	+176K Net New Subs	500K+/mo. Digital Orders Processed
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CORE COMPETENCIES

- ▶ Enterprise Architecture
- ▶ AI-Native Platforms & Agentic AI
- ▶ Cloud & Platform Strategy
- ▶ Digital Transformation
- ▶ MarTech & Omnichannel CX
- ▶ Product & Software Engineering
- ▶ DevSecOps at Scale
- ▶ SRE & Observability
- ▶ Global Team Leadership (200+)
- ▶ Executive & Stakeholder Alignment
- ▶ Architecture Governance
- ▶ Strategy & Innovation

PROFESSIONAL EXPERIENCE

Vice President, Enterprise Architecture & Software Development

Sept 2025 – Present

Comcast | Philadelphia, PA

Lead enterprise-wide architecture strategy and software development practices across Comcast's B2B business segments — SMB, Mid-Market, Enterprise, and State & Federal Government — driving the organization's evolution to an AI-native IT enterprise.

- **Agentic AI Platform** — Architecting a multi-cloud platform of IT persona agents spanning SDLC, SRE, and Security domains; building agentic AI experiences for CX, Sales, Service Operations, and Service Assurance use cases.
- **Architecture Governance** — Define and govern the enterprise technology roadmap, ensuring scalable, resilient, and secure architecture patterns and championing AI/ML and cloud-native adoption across the digital ecosystem.
- **LLM Discoverability Committee** — Member of the LLM committee shaping how Comcast Business surfaces in AI-driven answers — ensuring brand accuracy and consistency and evolving paid media strategy as consumers move beyond traditional search.
- **Executive Partnership** — Translate strategic objectives from senior business and technology leaders into actionable architecture blueprints, modernization roadmaps, and measurable B2B ROI.

Executive Director, Technology — MarTech & Digital Enablement Platforms

May 2023 – Sept 2025

Comcast | Philadelphia, PA

Led global engineering teams building AI-powered omnichannel MarTech and digital enablement platforms; owned end-to-end digital merchandising and eCommerce experiences for Connectivity products.

- Drove **+176K incremental subscribers and \$220M in realized margin** through enterprise decisioning and AI-powered personalization platforms.
- Optimized cloud infrastructure to deliver **40–60% faster site load times** while eliminating **>\$5M in annual Azure and AWS spend**.
- Architected a **composable Customer Data Platform** integrating multi-source data into near real-time 360° customer views — powered by Adobe AEP, AJO, and ACC — enabling intelligent segmentation and personalized engagement.
- Pioneered an **AI-driven chat experience** that transformed self-service support, significantly elevating tNPS and customer satisfaction scores.
- Led adoption of **Adobe AEM and Gen Studio** for on-brand content production and multi-audience personalization; managed Adobe DAM and Sitecore CMS platforms.
- Owned **Xfinity.com SRE, observability, and incident response**; optimized Akamai CDN delivery and drove continuous improvement in site performance and availability.
- Consolidated email platforms, **streamlining omnichannel campaign execution** and reducing operational complexity.

Director / Senior Director, Technology — Fulfillment

Sept 2009 – May 2023

Comcast | Philadelphia, PA

Led global DevSecTestOps teams of 150+ engineers delivering critical platforms powering Xfinity's digital ordering, fulfillment, and service activation.

- Scaled digital ordering and fulfillment systems to process **500K+ complex orders monthly** end-to-end, saving millions annually in operational and rework costs.
- Played a key role in **Fiber to the Home, Next-Gen Access Network/10G, and Xfinity Mobile** provisioning — enabling faster and more reliable service delivery.
- Contributed to the development and launch of **Xumo**, Comcast's innovative TV operating system.
- Built **digital activation experiences** empowering customers and technicians to activate services seamlessly across web, IVR, mobile, and handheld devices.
- Implemented **intelligent retries and smart workarounds** in activation/provisioning flows, significantly reducing customer-facing error rates.
- Streamlined shipment delivery through **optimized supply chain and logistics platforms**.

Technology Lead

Jan 2005 – Sept 2009

Infosys / Engage (Optimos) | United States

- Delivered project management, software development, and quality assurance for major Telecommunications and Cable MSO clients.
- Established a **Testing Center of Excellence** at a client site, standardizing QA processes and improving delivery quality.
- Recognized at the **Communications, Media & Entertainment unit level** for individual excellence.

Software Engineer

Jun 2004 – Jan 2005

Siemens | India

- Developed **Programmable Logic Controller (PLC) software** for industrial automation systems, building a foundation in mission-critical embedded software engineering.

TECHNICAL EXPERTISE

AI & Agentic Systems: Google ADK, MCP Protocol, Gemini, Claude, RAG / Vector Databases, Agentic Workflows, LLM Evaluation

Cloud & Infrastructure: AWS, Azure, GCP, Private Cloud, Akamai CDN, SRE & Observability, DevSecOps, Incident Response

MarTech & Personalization: Adobe AEP, Adobe AJO, Adobe ACC, Adobe AEM, Adobe Gen Studio, Adobe DAM, Sitecore CMS, CDP Architecture

Architecture & Engineering: TMF Standards, Microservices, Cloud-Native Patterns, Java, DevSecTestOps, Omnichannel eCommerce

EDUCATION & CONTINUOUS LEARNING

M.S., Applied Artificial Intelligence & Machine Learning

in Progress · Class of 2028

Drexel University · Philadelphia, PA · Coursework: *Agentic AI, Computer Vision, Applications of Machine Learning*

Bachelor of Engineering., Electronics & Telecommunication Engineering

Fr. Conceicao Rodrigues Institute of Technology · Mumbai University, India

Foundations of Organizational Leadership

Comcast · Leadership development program for high-potential individuals

CERTIFICATIONS

- **AWS Cloud Practitioner Essentials** — Amazon Web Services
- **Sun Certified Java Programmer**