

Mukund Murali

TECHNICAL PRODUCT MANAGER · CLOUD ARCHITECT & AI STRATEGY

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Cloud Architect, AI Strategist, and Technical Product Manager with 13+ years designing and scaling enterprise systems across multi-cloud environments (Azure, AWS & OCI). Deep expertise in cloud architecture, landing zones, and networking, paired with a strong record of driving AI/ML adoption — agentic workflows, RAG systems, and LLM orchestration — into production. Currently leading cloud product and AI strategy at LSEG, translating infrastructure complexity into data-driven roadmaps that ship measurable business outcomes, with cost governance and FinOps as a built-in discipline.

CORE EXPERTISE

Cloud Architecture & FinOps

Multi-cloud Solution Design (Azure · OCI · AWS/GCP) · Landing Zones & Networking · Cost Governance & Optimization · Billing & Invoice Reconciliation · Well-Architected Reviews

Product Management

Agile / Scrum · Sprint Planning & Backlog Prioritization · Roadmapping · User Stories · Stakeholder Reporting · SOP Documentation

AI / ML Integration

Agentic Workflows · RAG Systems · LLM Orchestration (vLLM) · Generative AI · GPU Cloud (RunPod, Vast.ai) · Use-Case Intake Frameworks

Data & Analytics

Oracle APEX · Variance Analysis · Cost Forecasting · Run-rate Modeling · Executive Dashboards · Advanced Excel

PROFESSIONAL EXPERIENCE

Technical Product Manager · LSEG

Sept 2025 – Present

- Technical Product Manager for **DXOne**, the developer-experience platform (GitLab, SonarQube, Artifactory, HashiCorp Vault) powering the application SDLC — owning roadmap, backlog grooming, sprint planning, and daily standups.
- Stabilized the **Cloud Productivity Framework (CPF)** — Terraform modules built on a shift-left "clearlisting" security process for AWS and Azure — organizing incoming requirements and driving developer adoption through hands-on engagement.
- Integrated AI into the clearlisting workflow to accelerate secure module review and approval, reducing manual effort across the compliance pipeline.
- Run voice-of-customer programs, roadshows, and PRD/POC reviews to shape strategy; author blogs and release notes and field customer queries to drive adoption across LSEG.

Principal Cloud Architect & Product Lead Product Manager · Oracle

Jan 2022 – Sept 2025

- Architected and governed multi-region OCI deployments for Fortune 500 clients, overseeing portfolios exceeding \$5M annual spend and setting cost-governance standards across 20+ accounts.
- Designed cost-optimization frameworks (reserved capacity, committed-use discounting, right-sizing) delivering an average 28% YoY reduction in client cloud spend.
- Led monthly invoice reconciliation for \$2M+ enterprise OCI contracts, resolving discrepancies across marketplace and committed-use agreements via automated workflows that cut manual effort 50%.
- Authored FinOps SOPs and TCO-driven multi-cloud migration playbooks for hybrid Azure-OCI deployments, contributing to 3 large-scale migration wins.
- Served as de-facto product manager for the open-source **CD3 Automation Toolkit** (Excel-driven Terraform IaC for OCI) — owned the roadmap and backlog from customer feedback, driving releases that automated tenancy provisioning across 100+ resource types.

Azure Customer Engineer · Microsoft

Feb 2021 – Jan 2022

- Primary technical product advisor to 30+ enterprise clients, driving advanced Azure networking adoption, health scores, and consumption growth.
- Mapped Azure billing models to business use cases, delivering 15–25% cost-reduction recommendations baked into client FinOps runbooks.
- Surfaced 10+ customer-validated product gaps to Azure product teams, influencing the networking roadmap and contributing to a 92% CSAT across managed accounts.

Azure Network Support Engineer (L3) · Microsoft

Jul 2018 – Jan 2021

- Delivered global Tier-3 Azure networking support at 98% SLA, cutting MTTR 30% via root-cause analysis and automation; ACE & Trail Blazer award recipient.
- Contributed to Microsoft's global WAN architecture, improving resilience for 50+ enterprise customers across APAC and EMEA.

Lead Network Engineer · HCL Technologies

Jun 2013 – Jul 2018

- Built foundational network engineering and infrastructure-reliability expertise over 5 years, authoring troubleshooting playbooks adopted team-wide for mission-critical global systems.

TECHNICAL SKILLS

Azure · Oracle Cloud (OCI) · Oracle APEX · AWS · GCP · Terraform · Kubernetes · Docker · CI/CD & DevOps · Cloud Networking
Python · vLLM & LLM Orchestration · RAG Systems · Jira & Agile · FinOps Tooling · Generative AI · AI Agents · Context Engineering
Infrastructure as Code · Network Security · Enterprise Networking · Product Management

EDUCATION

B.E., Computer Science
Anna University · 2009 – 2013

CERTIFICATIONS

OCI Architect Associate · Azure Architect Design (AZ-304) · DevOps Certified Professional

In progress: FinOps Certified Practitioner · Azure Fundamentals (AZ-900) · AWS Cloud Practitioner