



Suraj Kumar A

Senior Manager · Cloud Security, Zero Trust & Digital Transformation

 Lexington, MA

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About

Strategic global leader in solution architecture and professional services delivery, driving multi-cloud security transformations, application security, application performance, zero-trust implementations, and enterprise account expansion by translating complex business requirements into actionable technical strategies.

Expertise in cloud security, cloud migration, zero trust security, digital transformation, and strategic planning. Adept at building and leading high-performing teams, fostering innovation, and driving customer success.

Zero Trust Security Specialist skilled in architecting, deploying, and managing Zero Trust solutions – including Secure Gateway, ZTNA, DSP, CASB, DLP, and IAM. Expert in scaling professional services and Field Deployment Engineering (FDE) teams to support Fortune 50 and SIFI-level organizations.

Experience

C

Senior Manager

Cloudflare

Full-time · Jan 2019 – Present · Remote · MA

- Increased Quarterly Gross Retention Rate (GRR) from 86.7% (2024) to 98.5% (2025).
- Drove Dollar Net Retention (DNR) from 216 to a peak of 327 (Q1 2025), sustaining 322 through a challenging economic climate.
- Drove \$52M+ in new subscription revenue by developing a scalable solutions framework and strategically targeting whitespace opportunities with sales.
- Built and mentored a high-performing Solutions team, fostering talent and growth via MBOs and OKRs across the region and low-cost centers.
- Collaborated with leading ISPs — Apple, OpenAI, and Verizon — to architect and implement cutting-edge Zero Trust and Private Relay solutions.
- Supported critical infrastructure during US elections and served on Under Attack Tiger Teams responding to complex security incidents.
- Led a team of 11 global specialists across AMER, LATAM & EMEA delivering Performance, Security (CDN, Application Security, Zero Trust), and Cloudflare One solutions.
- Drove customer adoption via Customer Maturity Models (CMMs) and an Executive Briefing Center (EBC), delivering 56 high-impact events in 2024–25.
- Launched QuickStart and Paid PoC packages to drive solution-based selling; implemented an internal Jira ticketing system that matured to Deal Scope Request (DSR) in Salesforce.

I

Principal Solutions Engineer

Instart

Full-time · 2018 – 2019 · Remote · MA

- Combined technical expertise with strong sales acumen to drive rapid adoption of a new product, exceeding \$10M in sales and expanding the customer base.
- Upsold security solutions (WAF/BOT) by 18%, increasing customer value and revenue while strengthening customer relationships.
- Identified and capitalized on performance optimization opportunities, driving higher CPMs, CPVs, and overall campaign effectiveness.

Q

Principal Solutions Engineer

Qwilt

Full-time · 2014 – 2018 · Remote · MA

- Led the expansion of Qwilt's Americas business, exceeding \$15M in sales and securing strategic clients like Verizon and Tier-1 LATAM carriers.
- Aligned solutions with customer business drivers, resulting in significant improvements in performance and user experience.

- Developed and executed a comprehensive production roll-out plan for a Tier-1 wireline/wireless carrier.
- Strengthened market position by fostering relationships with 100+ local distributors in the Streaming Video Alliance.

E

Manager, Solutions Engineering

Enterprise Networking & Telecom

Full-time · 2008 – 2014 · Bedford, MA

- Led a global team of 21 for production rollouts and presales support for two of North America's largest Tier-1 wireless carriers during a period of company growth and acquisition.
- Managed a global service investment initiative generating \$1.45M in new MRR within the first year.
- Advised AT&T and Verizon Wireless on 4G architecture and rollout, and In-Q-Tel on VoLTE projects.

M

Early Career — Solutions & Network Engineering

Motorola · Huawei

Full-time · 2000 – 2007 · India · China · Singapore · Spain · Canada · UK · US

- Developed a strong technical foundation at Motorola and Huawei, leading NPI activities for major clients like Reliance, Hutch, Tata, and SingTel.
- Participated in commercial rollouts for Bell Mobility Canada, VFNZ, and Telstra, gaining valuable commercial experience.
- Built deep expertise in network protocols, infrastructure, and platform development — including VxWorks IP forwarding, BGP HA routers, and telco applications for LTE and PoC.

Education



B.M.S College of Engineering

B.E. Electronics & Communications

1995 – 2000 · Bengaluru, India

Certifications



Master's Certification in Project Management — George Washington University



Network Security — Cisco, Juniper, Acme Packet



Cloud — AWS, GCP

Skills

SECURITY

Cloud Security

Zero Trust Security

Performance/Security Validation & Penetration

Application Security

CLOUD & TRANSFORMATION

Cloud Migration

Digital Transformation

Strategic Planning

LEADERSHIP

Global Team Acquisition & Management

Solution Architecture

Professional Services Delivery

Contact



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