

ROGER MURPHY

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SENIOR TECHNOLOGY OPERATIONS LEADER | CLOUD OPERATIONS • SAP DELIVERY • SUPPORT & RELIABILITY

20 years running mission-critical SAP and secure-cloud operations for Fortune 100 and federal organizations. Safeguarded a \$500M SAP go-live to zero defects; personally closed \$75M in premium engagement revenue. Builds the CI/CD, DevSecOps, and AIOps backbone that turns around at-risk enterprise accounts. Active DoD Secret; turns operational and compliance risk into measurable business outcomes.

Open to: VP / C-level technology operations, Customer Success, or Professional Services (mid-market) — or Director+ of Cloud Operations, IT / Technical Operations, Support, or SAP Delivery (enterprise). Open to travel; relocation considered for the right role + package.

TECHNICAL SKILLS

DevOps & Cloud: GitLab CI/CD, JFrog Artifactory, Docker, Kubernetes, Terraform, Ansible, Python, Tenable/Nessus, Trivy, AIOps, ServiceNow

SAP: S/4HANA, SAP HANA, NS2 Cloud, BTP, Solution Manager (ChaRM/BPCA), Transport Management, MaxAttention toolset, EarlyWatch

Foundations: Java/J2EE, ABAP, WebDynpro, Adobe Forms, NetWeaver/Portal, PI integration

EXPERIENCE

SAP NS2, Herndon, VA

June 2021 – Present

Secure U.S. sovereign cloud (SAP National Security Services)

Delivery Manager — DevOps & Platform Engineering · Sandbox Datacenter Lead, November 2024 – Present

- **Program leadership:** Built and led the DevOps and platform-engineering program — test automation, an event-to-action monitoring pipeline with microservices delivering full Monitor-of-Monitors (MoM) functionality, and centralized shared services — as the engineering backbone for 5 product and implementation teams, replacing manual workflows with one standardized, automated release path.
- **CI/CD & DevSecOps:** Designed and built a containerized GitLab + JFrog Artifactory CI/CD pipeline with automated security scanning (Tenable/Nessus, Trivy) and ServiceNow CAB/RM gates, making releases for 5 teams security-scanned, change-approved, and fully auditable.
- **Account turnaround:** Recovered a tier-one account carrying a two-year deficit in monitoring, testing, and automation, delivering its first comprehensive system-health view in 24 months and a zero-failure release protocol.
- **AI engineering enablement:** Established agentic-coding, API-automation, and AI-assisted build practices across SAP-native and third-party tools for the platform's 5 development teams, cutting manual build and integration effort.
- **Executive advisory:** Delivered the regulated environment on time by keeping executive and government stakeholders aligned on program risk, compliance, and SLA exposure, accelerating some product timelines by up to 9 months.

Escalation Manager — Mission Control Center (MCC), June 2021 – October 2024

- **P1 incident command:** Directed real-time resolution of P1 / critical incidents across secure cloud landscapes (~one major escalation a month), resolving 90%+ at the Mission Control level — only one required global escalation in three-plus years.
- **Root cause & prevention:** Led post-incident review and RCA across 3+ years of P1 incidents, stewarding every corrective action to completion with the testing, monitoring, and automation that prevent recurrence.
- **Stakeholder communication:** Steered customer and executive stakeholders through active P1s as the single point of contact, sustaining confidence and protecting the account relationship and SLA standing under pressure.

Premium Engagements / MaxAttention — enterprise & Fortune 100 delivery

Presales Solutions Architect — Premium Engagements, January 2018 – December 2021

- **\$75M closed revenue:** Generated and closed \$75M in MaxAttention / Premium Engagement and high-margin services across the full scope-to-close lifecycle.
- **Scope-to-close ownership:** Drove discovery, solution scoping, staffing estimation, technical validation, and margin governance, and built reusable tooling that yielded \$6M in future bookings.

Engineering Architect — SAP MaxAttention, January 2014 – December 2017

Home Depot, Chevron, Tesoro, Valero, CenterPoint Energy, Mohawk

- **Enterprise architecture at scale:** Advised six Fortune 100 accounts on S/4HANA and HANA roadmaps, landscape stability, and HA/DR, and led the first S/4HANA go-live in North America (Tesoro).
- **Renewal & expansion:** Coordinated contract renewals and expansions generating \$30M+ in new business, preventing cancellations at CenterPoint and Valero through outcome-based service planning.

Technical Quality Manager (TQM) — ExxonMobil, January 2011 – December 2013

SAP MaxAttention · Embedded onsite, Houston, TX

- **\$500M go-live safeguarded:** Orchestrated an Innovation Control Center initiative that secured a zero-defect go-live on a \$500M chemicals re-implementation.
- **Account growth:** Grew MaxAttention consumption from 5 to 3,000+ service-days/year, reporting directly to ExxonMobil IT leadership.

Principal / Senior Technology Consultant, May 2006 – December 2011

SAP · Baldor Electric (2002 – 2006, earlier)

- **Deep technical foundation:** Developed full-stack SAP solutions across 20+ enterprise clients (Java/J2EE, ABAP, WebDynpro, Adobe Forms, NetWeaver/Portal, PI) and led offshore workstreams; earlier at Baldor, built a Web AS e-commerce site that drove a 150%+ web-revenue increase.

EDUCATION

Master of Business Administration (MBA), Leadership & Ethics

John Brown University

Bachelor of Science, Computer Science

University of Arkansas, Fayetteville, AR

CLEARANCE & CERTIFICATIONS

Clearance: Active U.S. DoD Secret • U.S. Citizen • current passport

Certifications: SAP Certified Mission Critical Support Escalation Manager • SAP Certified Portal Developer • TQM Certification
• E2E100 • Microsoft Certified Professional

WHAT I LEAD

Operations & Support: Cloud & IT operations, service delivery management, P1 / critical-incident command, escalation & support engineering, root-cause & recurrence prevention, account turnaround, SLA/KPI governance, ITIL, ServiceNow intake & release governance (CAB/RM)

Cloud & Platform: Secure / sovereign-cloud operations, CI/CD pipelines (GitLab, JFrog Artifactory), containerization (Docker, Kubernetes), DevSecOps (Tenable/Nessus, Trivy), SRE / reliability, AIOps / centralized monitoring, IaC, test automation

SAP: 20 yrs SAP delivery — S/4HANA & SAP HANA roadmaps, MaxAttention, Technical Quality Management, Solution Manager, transport governance, HA/DR, go-live safeguarding

Leadership & Commercial: Team leadership & enablement, executive & government stakeholder advisory, \$75M closed Premium Engagement revenue, scope-to-close, margin governance

Industries: U.S. Federal / regulated (NS2), Energy (ExxonMobil, Chevron, Tesoro, Valero), Utilities (CenterPoint), Retail (Home Depot), Manufacturing (Mohawk), Consumer & Beverage (The Coca-Cola Company, Brown-Forman)