

# RAGHUL M

DevOps / Platform Engineer | Kubernetes | Multi-Cloud | CI/CD | Observability

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## PROFESSIONAL SUMMARY

DevOps / Platform Engineer building and operating production CI/CD and cloud infrastructure across AWS, Azure, GCP, and Oracle Cloud. Strong in Kubernetes (Nutanix NKP, EKS, GKE, OKE), GitOps (Argo CD), IaC (Terraform, AWS CDK), and observability (Datadog, Prometheus/Grafana, OpenTelemetry). Delivered measurable impact: 40% faster deployments, 30% cost reduction, and 99.5% uptime for high-traffic systems.

## EDUCATION

### Parul University Online

*MBA, Information Technology (CGPA: 9.86)*

**Jul 2024 – Present**

Vadodara, India

### Coimbatore Institute of Engineering and Technology

*B.Tech, Information Technology (CGPA: 8.92)*

**Nov 2020 – May 2024**

Coimbatore, India

## WORK EXPERIENCE

### Log-UsIMS Technologies Pvt. Ltd.

#### DevOps Engineer

**May 2024 – Present**

Bengaluru, India

- Built and maintained multi-cloud CI/CD pipelines across AWS, Azure, GCP, and Oracle Cloud using Jenkins and AWS CodePipeline; reduced deployment time by 40% and increased releases from weekly to daily.
- Integrated DevSecOps controls into pipelines (SonarQube, Snyk, Trivy, OWASP ZAP) to continuously scan code, containers, and IaC before production releases.
- Operated Kubernetes platforms (Nutanix NKP, EKS, GKE, OKE) with GitOps (Argo CD), managing 200+ containers across 15+ clusters while sustaining 99.5% uptime.
- Implemented IaC (Terraform, AWS CDK) for 500+ resources; improved provisioning speed by 85% and enforced compliance controls (PCI-DSS, SOC 2).
- Established observability (Datadog APM, Prometheus/Grafana, OpenTelemetry) across 50+ services; reduced MTTD by 55% and brought MTTR down to 15 minutes through actionable alerting and dashboards.
- Led cost optimization and incident response improvements, reducing infrastructure costs by 30% and recurring incidents by 45%; mentored junior engineers on Kubernetes, CI/CD, and IaC.

### DevTown

**Aug 2023 – May 2024**

#### Business Development Associate

Bengaluru, India

- Managed outbound and inbound sales pipeline; closed new and expansion deals contributing to 25% revenue growth.
- Strengthened client relationships through clear communication and SLA-driven follow-ups, improving retention and renewals.
- Maintained CRM hygiene and performed market research to identify new segments, accounts, and partnership opportunities.
- Partnered with technical teams to translate requirements into service proposals and ensure successful onboarding.

## TECHNICAL SKILLS

**AI/ML & GenAI:** Nutanix Enterprise AI, Oracle GenAI, RAG Patterns, Vector Databases (Pinecone, Weaviate), LLM Orchestration, Agentic Workflows, Prompt Engineering

**DevSecOps:** SAST (SonarQube, Snyk, Grype, Semgrep), DAST (OWASP ZAP, Trivy), OPA Policy-as-Code, Native Container Scanner, PFsense Firewall

**Cloud Platforms:** AWS (EC2, ECS, Lambda, EventBridge, SNS/SQS, S3, CDK, CloudFormation, X-Ray, CloudWatch), Azure (VMs, AKS, Pipelines, DevOps)

GCP (GKE, Cloud Functions, Pub/Sub, Cloud Build), Oracle Cloud (OCI, OKE, GenAI)

**Container Orchestration:** Kubernetes (Nutanix NKP, AWS EKS, GCP GKE, Oracle OKE), Docker, Helm Charts, ArgoCD, Kustomize, HPA/VPA

**Infrastructure as Code:** Terraform, AWS CDK, CloudFormation, Ansible, Pulumi

**CI/CD:** Jenkins, AWS CodePipeline, Azure Pipelines, GitLab CI/CD, GitHub Actions, Argo Workflows

**Databases:** MongoDB Atlas, PostgreSQL, Redis, Elasticsearch, Vector Databases, Nutanix Objects, S3

**Observability:** Datadog (APM, Logs, RUM, Synthetics), CloudWatch Metrics, Prometheus, Grafana, OpenTelemetry, AWS X-Ray, CloudWatch Metrics, ELK Stack

**Event-Driven:** AWS Lambda, Cloud Functions, EventBridge, Pub/Sub, SNS/SQS, RabbitMQ, Apache Kafka, Step Functions

**Programming:** Python, Java, Bash, Go, FastAPI, RESTful APIs

**Operating Systems:** Linux (Ubuntu, CentOS, RHEL, Amazon Linux, Debian), Windows Server

**Security & Compliance:** IAM, RBAC, SCPs, MFA, PCI-DSS, SOC, CloudTrail, GuardDuty

## PROJECTS

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<b>Oxpay Financial Services Platform</b>   AWS ECS, Lambda, CDK, Jenkins	<b>Jul 2025 – Present</b>
<ul style="list-style-type: none"><li>Designed a cloud-native financial platform on AWS (ECS) with CI/CD via Jenkins and AWS CodePipeline; improved deployment cycles by 40% with automated rollbacks.</li><li>Built event-driven payment processing using AWS Lambda, EventBridge, and SNS/SQS for 100K+ daily transactions with sub-100ms latency; implemented AWS X-Ray tracing to cut debugging time by 50%.</li><li>Implemented IaC using AWS CDK with security scanning, pfSense firewall, and S3 encryption to support PCI-DSS requirements; optimized stack creation time by 35% via parallel provisioning.</li><li>Reduced infrastructure costs by 30% by optimizing ECS task placement (binpack/spread) and right-sizing task definitions while maintaining SLAs.</li><li>Hardened access controls with IAM, SCPs, and audit logging (CloudTrail/CloudWatch); reduced security audit effort by 60% through automated compliance checks.</li></ul>	
<b>Ren3 AI Platform</b>   Oracle Cloud, GenAI, Nutanix Enterprise AI	<b>Jun 2025 – Present</b>
<ul style="list-style-type: none"><li>Led architecture and production deployment of a distributed AI platform supporting enterprise search and conversational AI using RAG, vector retrieval, and GPU-hosted LLM inference.</li><li>Designed a low-latency RAG inference architecture combining semantic retrieval, embeddings pipelines, and context-aware generation for high-relevance responses at scale.</li><li>Built a multi-region AI inference routing architecture to optimize latency, availability, and compute utilization across global cloud regions.</li><li>Implemented production-grade reliability patterns using Kubernetes orchestration, a GitOps deployment strategy, and secure network isolation.</li></ul>	
<b>Blinc Travel Platform</b>   GCP GKE, Cloud Run, Cloud Scheduler, Cloud SQL (PostgreSQL)	<b>May 2024 – Dec 2024</b>
<ul style="list-style-type: none"><li>Provisioned and managed production infrastructure on Google Cloud Platform supporting application workloads using GKE, Cloud Run, Cloud Scheduler, and Cloud SQL (PostgreSQL).</li><li>Deployed and operated containerized services across GKE and Cloud Run, managing environment configuration, scaling policies, and production monitoring.</li><li>Implemented scheduled background processing using Cloud Scheduler to run batch jobs, data sync workflows, and maintenance tasks reliably.</li><li>Managed Cloud SQL PostgreSQL including provisioning, private networking, backups, and operational monitoring; supported deployments, scaling events, and incident troubleshooting.</li></ul>	
<b>Mondee Travel Platform</b>   GCP GKE, Oracle OKE, Elasticsearch	<b>Sep 2024 – Present</b>
<ul style="list-style-type: none"><li>Executed a phased multi-cloud migration from GCP to Oracle Cloud (OCI) for 50+ workloads with zero data loss; delivered 25% cost reduction (\$60K annually) using replication and DNS failover.</li><li>Deployed an agentic AI application on Oracle OKE using prompt chaining, routing, and parallelization; improved recommendation accuracy by 35% and conversion by 18%.</li><li>Built event-driven booking workflows using Cloud Functions, Pub/Sub, and RabbitMQ serving 10M+ daily API requests with 99.9% success rate and autoscaling.</li><li>Integrated DevSecOps scanning (SonarQube, GCP Vul Scan, Oracle Vul Scanner, Gype, OWASP ZAP, Trivy) into release pipelines to reduce production vulnerabilities by 60%.</li><li>Operated Elasticsearch (5TB+) for full-text search and near-real-time indexing; achieved sub-50ms queries and 99.95% availability.</li><li>Improved incident response by 45% by implementing APM, metrics, and log aggregation with SLO tracking and proactive alerts.</li></ul>	

## CERTIFICATIONS

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- The Joy of Computing Using Python — NPTEL (2022)
- Programming in Java — NPTEL (2021)
- Python Mega Course — Udemy (2021)

## LANGUAGES

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- English | Tamil (Native) | Kannada (Conversational) | Telugu (Basic)

## ADDITIONAL STRENGTHS

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- **Problem Solving:** Expert debugging with complex incident management, root cause analysis, and comprehensive postmortem documentation reducing recurring incidents by 45%
- **Learning Agility:** Continuous learner staying current with cloud-native technologies, AI/ML, GenAI, Kubernetes, and observability engineering through hands-on experimentation and certifications
- **Collaboration:** Strong cross-functional collaboration with development, security, data science, and product teams delivering mission-critical projects on tight deadlines
- **Leadership:** Mentor junior engineers on DevOps best practices, Kubernetes, CI/CD, and Infrastructure as Code, improving team productivity and knowledge sharing