

PROFESSIONAL SUMMARY

US Mortgage and Title Insurance professional with **18+ years of experience** in process training, quality analysis, and operations support within highly **compliance-driven environments**. Demonstrated expertise in **training delivery, SOP documentation, regulatory compliance, root cause analysis, and continuous process improvement**, with a proven ability to mentor teams and collaborate effectively with onshore stakeholders. Currently transitioning into a **DevOps Engineer** role, backed by hands-on experience through **Azure AZ-104 certification** and **AWS DevOps capstone projects**. Seeking an **entry-level to junior DevOps position** to apply skills in **automation, CI/CD pipelines, and cloud infrastructure**, while leveraging strong operational discipline, quality mindset, and enterprise-level process knowledge.

TECHNICAL SKILLS

Cloud Platforms: Microsoft Azure: VMs, VNets, Subnets, NSGs, VNet Peering, Application Gateway, Traffic Manager, Azure Storage, Static Website | AWS: EC2, IAM (basic), Security Groups, VPC (basic)

DevOps & CI/CD: Git, GitHub, Branching Strategy, Jenkins, CI/CD Pipelines, Webhooks, Master-Agent Configuration

Containers & Automation: Docker: Dockerfile, Images, Containers | Ansible: Playbooks, Inventory, SSH-based Automation

Infrastructure as Code (IaC): Terraform (basic concepts)

Monitoring & Logging: ELK Stack (basic exposure)

Operating Systems & Scripting: Linux (Ubuntu), Shell Scripting (basic)

Web & Application Concepts: Web server deployment, HTTP status codes (403/502), custom error handling

Core Strengths: Automation mindset, troubleshooting, root cause analysis, documentation, and SOP creation

PROFESSIONAL EXPERIENCE

Process Trainer	May '13 - July '25
Fidelity National Financial Services	Bengaluru
<ul style="list-style-type: none">Trained and certified 80+ associates across US Mortgage and Title Insurance operations.Designed and delivered classroom, virtual, and refresher training programs to enhance team performance.Created SOPs, training materials, assessments, and process documentation for consistent process execution.Conducted quality audits, root cause analysis, and implemented corrective action plans to drive process improvement.Ensured strict adherence to US regulatory, client, and compliance standards, maintaining operational excellence.	
Senior Process Analyst	Jan '06 - May '13
First American India	Bengaluru
<ul style="list-style-type: none">Performed end-to-end title searches, commitment reviews, and document analysis to ensure accuracy and compliance.Executed quality checks and contributed to defect reduction initiatives, improving process reliability.Coordinated with onshore teams to resolve discrepancies and consistently meet SLAs.	

PROJECTS

Multi-Region Web Application Architecture
Azure AZ-104 Capstone Project
<ul style="list-style-type: none">Designed and implemented a highly available, multi-region architecture across Central US and West US using Azure VNets and Virtual Machines.Configured VNet-to-VNet peering, Application Gateway with path-based routing, Azure Traffic Manager, and Azure Storage static website with custom error handling to ensure reliability and seamless traffic management.
CI/CD Pipeline Implementation
AWS DevOps Capstone Project
<ul style="list-style-type: none">Implemented end-to-end CI/CD pipelines using Git, Jenkins, Docker, Ansible, and AWS EC2 to automate application deployment.Automated build, test, and deployment workflows through Jenkins jobs and GitHub webhooks, improving deployment efficiency and reliability.

ACHIEVEMENTS

- Best Problem Solving Award** – Mortgage Process
- Certified Examiner** – Fidelity US Onshore Team
- Soaring Eagle Award** – First American

EDUCATION

Bachelor of Business Management
Kuvempu University