

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

- 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

- 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

- 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

- 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