

## **ABHILASH MUKUNDA RAO**

Bengaluru, India | 9916397089 | abhilash.abhi698@gmail.com

LinkedIn: abhilash-mukunda-rao-90084072

GitHub: <https://github.com/abhilashabhi698-bit/New-Resume.git>

## **PROFESSIONAL SUMMARY**

US Mortgage and Title Insurance professional with 18+ years of experience in process training, quality analysis, and operations support within compliance-driven environments. Proven expertise in training delivery, SOP creation, regulatory compliance, root cause analysis, and performance improvement, with a strong track record of mentoring teams and supporting onshore stakeholders.

Currently transitioning into a DevOps Engineer role, supported by hands-on experience through Azure AZ-104 and AWS DevOps capstone projects. Seeking an entry-level to junior DevOps opportunity to apply automation, CI/CD, and cloud infrastructure skills while leveraging strong operational discipline and enterprise process knowledge.

## **PROFESSIONAL EXPERIENCE**

### **Process Trainer – Fidelity National Financial Services, Bengaluru (2013–2025)**

- Trained and certified 80+ associates across US Mortgage and Title Insurance operations
- Designed and delivered classroom, virtual, and refresher training programs
- Created SOPs, training materials, assessments, and process documentation
- Conducted quality audits, root cause analysis, and corrective action plans
- Ensured adherence to US regulatory, client, and compliance standards

### **Senior Process Analyst – First American India, Bengaluru (2006–2013)**

- Performed end-to-end title search, commitment review, and document analysis
- Executed quality checks and contributed to defect reduction initiatives
- Coordinated with onshore teams to resolve discrepancies and meet SLAs

## **TECHNICAL SKILLS**

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

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: 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 & SOP creation

## **PROJECTS**

### **Azure AZ-104 Capstone Project – Multi-Region Web Application Architecture**

- 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 for custom error handling

### **AWS DevOps Capstone Project – CI/CD Pipeline Implementation**

- Implemented end-to-end CI/CD pipelines using Git, Jenkins, Docker, Ansible, and AWS EC2
- Automated build, test, and deployment workflows using Jenkins jobs and GitHub webhooks

## **EDUCATION**

Bachelor of Business Management – Kuvempu University

## **ACHIEVEMENTS**

Best Problem Solving Award – Mortgage Process

Certified Examiner – Fidelity US Onshore Team

Soaring Eagle Award – First American