

Abhilash Mukunda Rao

Process Trainer

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📍 India, Bengaluru



Education

◆ March 2003 - March 2007

Bachelor of Business Management

Kuvempu University / India, Shimoga

Skills

• Azure-AZ-104	<i>Beginner</i>
• GIT	<i>Beginner</i>
• Docker	<i>Beginner</i>
• Kubernetes	<i>Beginner</i>
• Jenkins	<i>Beginner</i>
• Ansible	<i>Beginner</i>
• Terraform	<i>Beginner</i>
• ELK	<i>Beginner</i>
• Training Delivery	<i>Experienced</i>
• Leadership	<i>Skillful</i>
• Quality Analysis	<i>Experienced</i>

Links

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Courses

◆ May 2024

Cloud Computing

Intellipaat

Awards

⭐ Best Problem Solving Award – Mortgage Process

⭐ Certified Examiner – Fidelity US Onshore Team

Professional summary

Cloud & DevOps Engineer with hands-on experience in Azure (AZ-104, AZ-305), AWS DevOps, CI/CD pipelines, automation, and containerization. Bringing 18+ years of expertise in US Mortgage Operations, Title Insurance, QA, Training, and Process Improvement. Strong ability to integrate enterprise operations knowledge with cloud technologies and DevOps methodologies.

Experience

◆ May 2013 - July 2025

Process Trainer

Fidelity National Financial Services / India, Bengaluru

Fidelity National Financial Services | 2013–2025

Trained 80+ associates across Title Insurance & Mortgage operations Created SOPs, improved QA standards, and conducted RCA, Ensured compliance with U.S. Title & Mortgage regulatory requirements

◆ January 2006 - May 2013

Senior Process Analyst

First American India / India, Bengaluru

Performed title search, commitment review, quality checks

Collaborated with onshore teams and improved process efficiency

Internships

◆ May 2024 - October 2024

- ★ Soaring Eagle Award – First American
- ★ Best Examiner & Best Team Player – First American
- ★ Soaring Eagle Award

Languages

- English
- Kannada
- Marathi
- Hindi

Hobbies

- Bike riding
- Reading
- Traveling

Azure-Az-104 Capstone Project

Intellipaat Institute / India, Bengaluru

- Deployed multi-region Azure architecture (Central US & West US)
- Configured VNets, subnets, VM deployments (homepage & upload app)
- Implemented Azure Storage static website for 403/502 error routing
- Integrated Application Gateway with path-based routing
- Configured Traffic Manager for global load balancing

◆ May 2025 - November 2025

AWS DevOps – Capstone Project

Intellipaat Institute / India, Bengaluru

- Implemented CI/CD pipeline using Git, Jenkins, Docker, Ansible, AWS EC2
- Automated installation of software via Ansible playbooks
- Built Jenkins jobs for Build, Test, Prod workflows with GitHub Webhooks
- Containerized application using Docker and deployed on EC2 instances