ABHILASH MUKUNDA RAO

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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 and Application Gateway with path-based routing

• Implemented Azure Traffic Manager for global traffic distribution and Azure Storage static website for custom error pages

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