

ASHOK S.

Senior AI & DevOps Engineer | Cloud & Enterprise Automation Specialist

Driven to leverage expertise in AI, DevOps, cloud modernization, and enterprise automation to deliver scalable, high-impact solutions. Skilled in transforming legacy systems into modern architectures while optimizing performance and operational efficiency. Committed to enhancing business outcomes through innovative technology adoption and technical leadership.

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PROFILE SUMMARY

- Experienced **DevOps and AI professional with nearly 10 years of expertise** in automation, cloud solutions, and AI-driven application development, last engaged as DevOps Engineer 3 at ADITI.
- Specialized in **implementing Generative AI, LLMs, RAG, and MCP** frameworks to build production-grade AI solutions, enhancing business applications and customer experience.
- Proficient in AWS cloud technologies and enterprise DevOps tooling, driving automation, CI/CD pipelines, and operational efficiency across BFSI, Healthcare, and Payment domains.
- Demonstrated **success in modernizing legacy systems into scalable cloud-based microservices**, ensuring high availability, security, and performance optimization.
- Skilled in cross-functional technical leadership, mentoring junior engineers, and fostering collaborative environments to accelerate project delivery.
- Adept at **designing AI observability, incident management**, and performance monitoring solutions, reducing manual effort by 40% and incident response time by 66%.
- Certified in **AWS and Databricks AI, with recognized expertise** in prompt engineering, AI model integration, and delivering measurable business value through innovative solutions.

TECHNICAL SKILLS

- Programming & Scripting:** Shell Scripting, Perl, JavaScript, TypeScript, NodeJS, Java, Spring Boot, Spring Batch, SQL, PL/SQL
- Databases:** Oracle (11g, 12c, 19c), Sybase, Pinecode Vector, Chroma
- Cloud & AI Platforms:** AWS, Azure OpenAI, Databricks AI, CosmosAI, ClaudeAI, LangChain, LangGraph
- DevOps & CI/CD Tools:** Jenkins, Git, Rundeck, Artifactory, Pipeline Automation, Terraform, AWS CodePipeline
- Monitoring & Observability:** Grafana, Prometheus, Kibana, Geneos, Actimize Server Monitor, Tivoli
- ETL & Integration Tools:** Websphere Transformation Extender, DST Hiport, WTX, API Integration
- Oracle Technologies:** DataGuard, Oasis, Advanced Queuing, Oracle Scheduler
- ITSM & Project Tools:** Jira, ServiceNow, BMC Remedy, BMC Delphi, IBM ISM
- Operating Systems:** Windows 10, Linux, Unix, Solaris, AIX, HP-UX
- Automation & Performance Tools:** JMeter, Selenium, AutoIt, AutoHotKey

CORE COMPETENCY

- Generative AI & LLM Integration
- Cloud Modernization & Migration
- Enterprise Automation
- Proactive Monitoring & Observability
- Technical Mentorship

- Business Application Enhancement
- Performance Optimization & Risk Mitigation
- Cross-functional Collaboration
- Continuous Learning & Upskilling
- Solution Innovation

EDUCATION & CERTIFICATIONS

Education:

- MCA – Anna University
- B.Sc. Computer Science – Bishop Heber College

Certifications:

- Diploma in Innovation Management – IBM Institute, Berlin
- Diploma in Sustainable Management – IBM Institute, Berlin
- AWS Certified Cloud Practitioner
- AWS Knowledge: Serverless
- AWS Well-Architected Proficient
- Databricks – Generative AI
- Databricks – AI Agent
- Databricks – AI Security

AWARDS

- Spirit of Chennai Award
- Agile Imaginative Award for Value-Added Deliverables

NOTABLE ACCOMPLISHMENTS

- Optimized **cross-functional team workflows**, resulting in **20% improvement** in collaborative project delivery efficiency.
- Designed and implemented AI-assisted dashboards, reducing monitoring blind spots by 70%.
- Reduced repetitive **data processing efforts by 40%** using GenAI-powered automation solutions.
- Improved cloud resource utilization efficiency by 20% through serverless and containerized deployments.
- Enhanced application **error detection accuracy by 75%** using AI-driven anomaly detection tools.
- Accelerated monolith-to-microservices migration, improving deployment predictability by 30%.

WORK EXPERIENCE

ADITI – DevOps Engineer 3 | Oct 2024 – Jul 2025 | Project: PayPal (Payment & Instrument Vault) | Environment: DevOps

- Engineered AI-driven solutions leveraging CosmosAI, ClaudeAI, LLM, and RAG to deploy a high-impact chatbot for PayPal Funding Instrument Platform, enhancing automation and customer experience.
- Designed and **implemented Grafana monitoring dashboards** to provide real-time production insights, accelerate incident response, and strengthen system reliability.
- Automated recurring production tasks, **reducing manual operational efforts by 40%** and improving team efficiency.
- Identified and remediated critical system vulnerabilities, reinforcing platform security and risk mitigation.
- Integrated GenAI capabilities into **production pipelines using LangChain and Databricks AI**, delivering measurable business value and innovation in financial workflows.

AgileAxis Pvt.Ltd – Senior Software Engineer | Sep 2022 – Sep 2024 | Project: AthenaHealth (Rules 2.0 Migration) | Environment: DevOps

- Led a **team of 8 engineers** to successfully migrate AthenaHealth’s legacy healthcare and billing rules to microservices, ensuring seamless operations and minimal disruption.
- Leveraged Azure **OpenAI to enhance client applications**, streamlining workflows and improving operational responsiveness.
- Optimized system resource allocation across multiple applications, achieving enhanced performance and utilization.
- Implemented proactive bug resolution strategies, **boosting client satisfaction and reducing production incidents**.
- Conducted rigorous code reviews, enforced quality standards, and ensured smooth performance and functional testing.
- Facilitated daily scrums and **cross-team coordination**, driving alignment and delivering critical milestones.

Standard Chartered – Support Lead | Jan 2021 – Sep 2022 | Project: ICDD (Integrated Client Due Diligence) | Environment: Linux, PSS

- Automated application release and deployment processes, increasing operational efficiency and release speed.
- Managed load-balanced environments for multiple applications, enhancing system availability and resilience.
- Streamlined **deployment workflows using Jenkins and Rundeck**, reducing errors and manual intervention.
- Conducted source code audits to maintain high quality and robust application performance.
- Oversaw SSL certificate lifecycle management and collaborated with vendors to **implement software upgrades**.

BNP Paribas – Senior Support Analyst | Jan 2020 – Jan 2021 | Project: Vision Client Collateral Management | Environment: Linux

- Acted as SME and change coordinator for L3 application support, ensuring smooth release and deployment cycles.
- Mentored and trained graduate resources in L1/L2 support, enhancing team productivity and technical proficiency.
- Automated repetitive **tasks through Shell scripting and Oracle PL/SQL**, reducing manual efforts and improving SLA adherence.
- Performed database audits and collaborated with development teams to optimize code and enhance system performance.

HCL – Senior Support Engineer | Dec 2017 – Jan 2020 | Projects: Money Transfer Management, Cash Claim Management, MTS Swift Tool | Client: BNP Paribas | Environment: Linux, Unix, AIX

- Delivered L2/L3 support for money transfer systems, ensuring consistent service uptime and incident resolution.
- Developed automation scripts using Shell and Oracle PL/SQL, reducing manual operational efforts.
- Managed incidents and post-incident processes, **conducting root cause analysis to prevent recurrence**.
- Coordinated application release and deployment activities, ensuring high availability and compliance.
- Supervised a 12-member team, maintaining seamless operations and meeting SLA targets.
- Successfully managed **Cash Claim Management sub-application**, improving client claim processing efficiency.

Syntel – Software Engineer | Sep 2014 – Dec 2017 | Projects: EDW Implementation (Master, Market, and Reference Data Operations), Testing Services | Clients: State Street Investment Management Services, FedEx | Environment: Solaris, Linux, Windows

- Developed and maintained enterprise data warehouse operations, **ensuring accurate master, market, and reference data management**.
- Automated financial data loads and reporting processes, reducing processing time and improving operational efficiency.
- Implemented cross-functional collaboration to streamline data integration and ensure seamless project delivery.
- Designed and executed **hybrid automation testing frameworks** using Selenium and Java, improving testing coverage and efficiency.
- Automated test environment setups and execution, reducing manual interventions and enhancing reliability.
- Created **dynamic object-learning tools** and performance analysis reports, **supporting informed business decision-making**.

PERSONAL DETAILS

Date of Birth: 15-Feb-1993

Languages Known: English,Tamil

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