Reuel Donald Lobo

Cloud Architect (GCP, AWS)

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PROFESSIONAL SUMMARY

Multi Cloud Architect with 6+ years of experience in deploying, managing, and optimizing web hosting services on Linux and cloud platforms. Strong interpersonal skills and a proactive approach to problem-solving. Seeking to leverage expertise in designing and implementing cloud solutions while remaining open to learning new technologies and exploring different industries.

PROFESSIONAL EXPERIENCE

NIVEUS SOLUTIONS PVT LTD (Part of NTT Data)   **Bangalore, Karnataka, India**

Cloud Expert - Architecture - CloudOps (GCP, AWS, and Azure)   **Oct 2024 – Present**

Summary:
Leading CloudOps, Security Operations, Risk, and Compliance globally for customers.

Accountable for:
Risk governance, security architecture, and operations across projects.
Multi-cloud security posture management and customer onboarding.
Driving cloud service development, governance models, and milestone delivery.

Key Responsibilities:
- Lead and drive cloud service development, ensuring robust governance models and structured delivery.
- Provide technical design, leadership, and oversight to develop new solutions using microservices and cloud platforms.
- Manage end-to-end deployment of infrastructure into Cloud Central services.
- Perform kickoff network and architecture discoveries for new engagements.
- Assist development teams in cloud migration strategies and application assessments.
- Participate in pre-sales activities, including Statement of Work (SOW) creation and deal closures.
- Coach teams on cloud best practices, architecture, and security design.

Key Achievements:
- Saved 40 million dollars collectively annually for BFSI, healthcare, banking, and automotive industry customers via FinOps practice.
- Automated workflows, saving 200+ man-hours monthly through process optimizations via SRE and Automation principles.
- Remediated 6,000+ vulnerabilities, enhancing cloud security posture via SecOps practice.

Cloud Lead - CloudOps (Google Cloud, AWS and Azure)   **June 2022 - Oct 2024**

Summary:
Heading the CloudOps,Security Operations, risk and compliance function globally for Customers at Niveus Solutions. Accountable for risk governance, Project security architecture and operations, MultiCloud Security Posture, Customer onboarding.

Key Responsibilities:
- Accountable for risk governance, product security architecture and operations, security assurance, customer onboarding, and supplier risk management.
- Conducted regular security assessments and audits for enterprise customers in the BFSI, automotive, and healthcare sectors.
- Developed and implemented cloud security policies, ensuring continuous monitoring and adherence to secure cloud practices.

- Possess a broad understanding of cloud computing and security concepts, including IAM, threat management, data protection, network segmentation, host security, and incident response.
- Experienced in information security domains such as policies and standards, risk and control assessments, regulatory compliance, risk and control governance and metrics, and issue management.

Key Achievements:
- Automated patch management and service account key rotation and saved 750 hours of effort.
- Managed client relations, handled sales pitches, and oversaw service requests.

Compliance Skills:

- ISO/IEC 27000 Series Standards
- Cloud Security Posture Management (CSPM)
- NIST
- CIS Benchmarking
- HIPAA

Other Skills: Site Reliability Engineering · Cloud Security · Business Analysis · Customer Service · Google Cloud Platform (GCP)

WEBSCALE NETWORKS PVT LTD   **Bangalore, Karnataka, India**

Linux/Cloud Support Engineer   **Oct 2021 - June 2022**

Summary:
Experienced in administering and maintaining Linux-based systems, ensuring optimal performance, security, and compliance. Proficient in implementing patching strategies, deploying patches, and monitoring patching processes in cloud environments.

Key Responsibilities:
- Designed and executed automated patch management strategies for Linux systems across AWS & GCP, ensuring security compliance and minimal downtime.
- Conducted regular vulnerability assessments, applying remediation through coordinated patch deployments.
- Built automation scripts to streamline patching workflows, improving efficiency and reducing manual intervention.
- Provided cloud support for scalable infrastructure (EC2, GCP Compute, Load Balancers, DataLake, BigQuery, Pub/Sub, Cloud Functions, WAF/Armor).
- Leveraged monitoring tools for patch compliance, system health, and reporting.
- Collaborated in incident response for patch-related issues, enhancing system resilience.
- Maintained documentation of patching procedures and drove continuous improvements in SecOps practices.

Skills**:**
- Linux server administration and troubleshooting
- Cloud infrastructure (e.g., AWS, Azure, Google Cloud)
- Patch management tools (e.g., Red Hat Satellite,, Terraform)
- Vulnerability assessment and remediation
- Scripting languages (e.g., Bash)
- Monitoring and reporting tools (e.g., Sumologic, Newrelic, Prometheus, Cloudwatch, Google Cloud Monitoring)
- Incident response and troubleshooting methodologies.

GLOWTOUCH TECHNOLOGIES   **Mangalore, Karnataka, India**
Specialist Technical Support (SME)   **Jan 2021 - Nov 2021**
- Understanding of customer experience, listening to customers' voices and working backwards to improve business processes and operations to level up customer experience.
- Ability to be flexible and adaptable to changing business models and Organization structures.
- Review and approve all Knowledge Base articles related to support.
- SLA Adherence.
- Leading project and working group to improve process and tools.

Administrator -Technical Support   **Nov 2019 - Dec 2020**
- Solving Technical issues related to popular CMS/applications/Websites/Frameworks like WordPress, WooCommerce, Laravel, PHP, HTML and Magento.
- Website Migrations from remote hosts to Bluehost India. Solving core DNS related issues.
- Part of the core team for handling Social Media and Internal escalations.
- Providing VPS and Dedicated support as Product Specialist and Part of the Retention Team.

STATS PERFORM   **Mangalore, Karnataka, India**
Content Editor   **March 2018 - Nov 2019**
- Monitoring for Data-Base related Queries
- Generating XML files for clients.
- Check to keep the fixtures/venues of all assigned competitions up-to-date within the check range according to the intervals and coverage level.
- Research on websites to get reliable information.

CERTIFICATIONS

- Google Cloud Digital Leader
  Certificate
- Google Cloud Associate
  Certificate

ADDITIONAL INFORMATION

- Awards:
  - **The Harvey Keitel Award For Operational Efficiency (03/2020 - 08/2020)** - Endurance International Group (NewFold Digital)
  - **Standout Super Star Oct 2023** - Niveus Solutions Pvt Limited (Part of NTT Data)
  - **Niveus Value Advocator Feb 2025** - Niveus Solutions Pvt Limited (Part of NTT Data)

EDUCATION

MANGALORE UNIVERSITY   Karnataka, India
Bachelor of Commerce   2015-2018