

Ravi Rapolu

Senior SRE/DevOps Engineer



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 Melbourne, VIC

 Ravi Rapolu

 Australian

 ravirapolu.com

Certified AWS Solutions Architect - Associate with over 18 years of experience in Cloud computing, DevSecOps, and Linux administration. Skilled in designing automated CI/CD pipelines and Agile methodologies for scalable IT solutions.

EXPERIENCE

Senior DevOps Engineer, e5 Workflow

04/2026 – 07/2026
Melbourne

- Acted as the primary technical escalation point for critical production incidents across cloud-native environments, leading triage, troubleshooting and resolution to minimise business impact.
- Drove continuous improvement initiatives focused on environment stability, reliability and operational resilience, aligning delivery practices with SRE best practices.
- Provided expert guidance on Azure DevOps, CI/CD pipelines, cloud deployment patterns and automation strategies to improve delivery efficiency and system reliability.
- Designed, implemented and maintained Azure DevOps CI/CD pipelines to enable reliable, automated and repeatable software delivery.
- Led the design, implementation and support of complex cloud-native solutions, ensuring alignment with enterprise architecture, security and operational excellence standards.

Senior Site Reliability/DevOps Engineer, NAB

02/2024 – 03/2026
Melbourne,
Australia

- Championed the implementation of SRE best practices across the organization, introducing standardized Service Level Objectives (SLOs), Service Level Indicators (SLIs), and Error Budgets to elevate reliability benchmarks for business-critical services.
- Architected and deployed multi-region, fault-tolerant infrastructure on Microsoft Azure and AWS, eliminating single points of failure and enabling zero-downtime deployments for core banking platforms and other high-availability systems.
- Led the shift to self-healing infrastructure using Terraform, Ansible, Puppet, and Packer, significantly reducing operational toil and enabling engineering teams to focus on feature delivery and innovation.
- Drove GitOps adoption with Azure DevOps and GitLab, modernizing CI/CD pipelines and empowering development teams with controlled, auditable, and autonomous deployment workflows.
- Enabled microservices modernization using Azure Kubernetes Service (AKS), Istio, Kong, and serverless technologies, aligning platforms with cloud-native best practices.
- Partnered with SIAM and incident management teams to lead high-severity incident response, facilitating blameless postmortems and implementing systemic improvements that improved MTTR and service reliability.
- Conducted capacity planning and performance engineering by modeling usage patterns and resource forecasts for business-critical systems.
- Regularly led Chaos Engineering programs using Gremlin and Azure Chaos Studio to proactively validate the resilience of Tier 1 and Tier 2 systems under real-world failure conditions.
- Reduced deployment lead time by 40% and improved compliance through automated infrastructure governance.

- Enabled microservice modernization using ECS, Istio, Kong, and serverless approaches.

Senior DevOps Engineer, aXcelerate Via HCL Tech

11/2023 – 02/2024
Melbourne,
Australia

- Develop and implement projects on parts of the aXcelerate eco-system per the architectural vision.
- Develop and implement projects following the architectural vision for the aXcelerate eco-system platform.
- Actively participate and contribute to discussions on code quality and reduction of technical debt.
- Assists SecOps with the development of automation and tooling for routine tasks.
- Assist in troubleshooting and securing cloud services.
- Assist in ensuring that SLA and compliance targets are achieved.
- Demonstrates initiative and resourcefulness in moving infrastructure to code.

Senior Site Reliability/DevOps Engineer, NAB

02/2022 – 09/2023
Melbourne,
Australia

- Architected and implemented CI/CD pipelines across Azure and AWS environments, enabling full-stack Infrastructure as Code (IaC) with tools like Terraform, ARM templates, and YAML-based Azure DevOps pipelines.
- Designed and deployed scalable infrastructure using AWS services including EC2, S3, RDS, EBS, Elastic Load Balancer, and Auto Scaling Groups to ensure high availability and cost efficiency.
- Configured and managed VPC architectures with multi-tier subnet strategies (private/public), NAT Gateways, and security group rules tailored for enterprise-grade isolation and compliance.
- Implemented Azure-native solutions leveraging Azure DevOps, Network Security Groups (NSGs), OMS (Log Analytics), and Azure Monitor to support resilient deployment and runtime observability.
- Established secure deployment flows using Service Principal Names (SPNs) and secrets integration, maintaining compliance and traceability throughout automated release pipelines.
- Led development and maintenance of version-controlled CI/CD pipelines using Git, GitHub, Azure Repos, and GitOps principles, supporting rapid iteration and reliable delivery.
- Worked across hybrid workloads spanning ECS, Kubernetes (AKS/EKS), and Istio service mesh, designing deployment models for stateless microservices, canary releases, and zero-downtime updates.

DevSecOps Engineer, ANZ Bank

07/2020 – 02/2022
Melbourne,
Australia

- Create fully automated container deployment in OpenShift using Codefresh pipelines for various initiatives.
- Create OpenShift templates for various application deployment and other resources (configmap, service account, route, service etc) required in OpenShift.
- Automation of Lending Securities Management components Code Deployment into OpenShift, Automation of Functional Testing and Post Deployment activities using Codefresh.
- Onboarded uDeploy for the tribe and set up CD in uDeploy for deployment in OpenShift and Unix VM.
- Create Pipelines in Codefresh and Jenkins to run the Container Security Scan with Twistlock and Source Code Scans with BlackDuck, Fortify and Blackduck.
- Create Multiple Environments for LSM Initiative using Codefresh pipelines.
- Participated in POCs for new products from different Vendors for LSM Initiative.
- Integrate with Vault for Secrets management in CI/CD pipelines.
- Automated DB related tasks during the deployment using Flyway containers.
- Set up monitoring, alerting and visualisation dashboard for application using Prometheus and Grafana stack.

DevOps Engineer, NBN Co

08/2018 – 06/2020
Melbourne,
Australia

- Installing, configuring and maintaining Continuous Integration, Automation and Configuration Management tools.

- Automation of Appian components Code Deployment, Automation of Functional Testing and Post Deployment activities using Jenkins.
- Created the on-prem Appian Environment using the Appian Docker Image file.
- Created the Appian CICD Dashboard using the AWS services 96 EC2, RDS, CloudFormation and Route53.
- Worked on SEO Dashboard Metrics on Tableau monitoring tool.
- Triaging issues to assist in driving delivery with DevOps considerations in mind.
- Proactive Automation tasks that could assist delivery teams test components in their VM.
- Triaging DBC and other environment related issues.
- Raising Appian service requests with product team.
- Assist infrastructure changes required in building integration components.
- ITSC/ITST support for new infrastructure/integration components.

DevOps Engineer, Toll Group

06/2018 – 08/2018
Melbourne,
Australia

- Installing, configuring and maintaining Continuous Integration, Automation and Configuration Management tools.
- Worked on infrastructure with Docker containerization.
- Worked on Docker open source project by automating the deployment of applications inside software containers.
- Implemented docker-maven-plugin in maven pom to build docker images for all Informatica components and later used Docker file to build the docker images.
- Building/Maintaining Docker container clusters managed by Kubernetes Linux, Bash, GIT, Docker, on AWS.
- Utilized Kubernetes and Docker for the runtime environment of the CI/CD system to build, test deploy.
- Played a key role in automating the deployments on AWS using GitLab, Terraform, and Jenkins.
- Involved in development of test environment on Docker containers and configuring the Docker containers using Kubernetes.
- Used Bash and Python included Boto3 to supplement automation provided by Ansible and Terraform for tasks such as encrypting EBS volumes backing AMIs.
- Responsible for the day to day management of the Amazon Web Services environment.
- Managing and coordinate planning and scheduling of code drops in a CI/CD pipeline.
- Administrating the Gitlab, Jenkins, Jira, Confluence.

DevOps Engineer, NBN Co

12/2017 – 06/2018
Australia

- Installing, configuring and maintaining Continuous Integration, Automation and Configuration Management tools.
- Automation of Maximo components (Code 96 Reference Data 96 Post Deployment scripts) using Jenkins.
- Migrating the Infrastructure and Maximo DB from DC to AWS Cloud using services like EC2, Cloud Formation, RDS, Cloud Watch.
- Installation/upgradation along with various fix pack installation for Maximo.
- Triaging issues to assist in driving delivery with DevOps considerations in mind.
- Proactive Automation tasks that could assist delivery teams test components in their VM.
- Triaging DBC and other environment related issues.
- Fundamental structure and implementation of the Deployment (understanding of WAS Tools and use of WebSphere).
- Support of Maximo Reference Data team using Maximo Data Migration.
- Raising customer service requests (PMRs) with product team.
- Assist infrastructure changes required in building integration components.
- ITSC/ITST support for new infrastructure/integration components.

System Team – DevOps Engineer, NBN Co

01/2017 – 12/2017
Melbourne,
Australia

- Installing, configuring and maintaining Continuous Integration, Automation and Configuration Management tools.
- Implementing and developing solutions enabling Development and Operations teams to build, deploy, monitor and test applications and environments.

- Administration of Agile Tools like JIRA and Confluence.
- Continuous Integration (CI) and Continuous Delivery (CD) – Go CD - Configuring pipelines, stages and jobs for build and deployment and other tasks which support the continuous integration.
- Atlassian Confluence – Regular updates of documents like Configuration Management Plan, Test Plan, Test Completion Report and Team knowledge repository.
- JIRA – Issue logging and tracking, story creation and update.
- Git – creating projects and repositories, cloning and committing code, automation scripts, managing the access of members.
- Jenkins – Installation and configuration of Master and Slave nodes, Environment setup in development.
- Configuring Jenkins jobs for scheduled/unscheduled build, deployment, post deployment verification, test suite activities.
- Administration of configured jobs and making required configuration changes in Jenkins.
- Resolving issues faced during continuous integration.
- Involved in migrating an existing on-premises application to AWS.
- Extensive knowledge of AWS cloud EC2, RDS and IAM console administration.
- Installation and Configuration of WebSphere Application 8.5 Network Deployment and support of IBM HTTP Server 8.5.
- Responsible for Installation, configuration and administration of enterprise applications on IBM WebSphere Application Server 8.5 and IBM HTTP Server 8.5 on Linux environment.
- Creating and Managing the Nodes, Application Server's, Cluster's and Deployed Multiple J2EE Applications.
- Installed IBM HTTP Server 8.5 on different nodes and configured them by generating the plug-in.
- Involved in the configuration of WebSphere Application Server resources like Data Sources, JDBC Providers, JNDI and Connection Pooling.
- Created and maintaining 23 environments (DEV, QA, SIT, PSVT, RSVT, PSUP and PRD) for HFC Maximo application.
- Troubleshooting problems related to WebSphere Application Server.
- Configured WebSphere Application Server Virtual Hosts, and JVM settings.
- Achieved Workload Management by creating Clusters in WAS 8.5.
- Applied Fix packs and Cumulative fixes to IBM WebSphere Application server and IBM Maximo.
- Involved in Configuring and Enabled the Global Security System WAS Administration for console users and console Groups using local OS User Registry.
- Involved in configuring IB2B and SSO for Maximo application.
- Configured Hermes JMS and LoadRunner for testing team.
- Provided on call 24x7 supports by shift rotation basis.

DevOps Engineer, NOL, WebSphere Administrator (Offshore Lead),
NBN Co

01/2016 – 12/2016
Melbourne,
Australia

- Installation and Configuration of WebSphere Application 8.5 Network Deployment and support of IBM HTTP Server 8.5.
- Responsible for Installation, configuration and administration of enterprise applications on IBM WebSphere Application Server 8.5 and IBM HTTP Server 8.5 on Linux environment.
- Creating and Managing the Nodes, Application Server's, Cluster's and Deployed Multiple J2EE Applications.
- Installed IBM HTTP Server 8.5 on different nodes and configured them by generating the plug-in.
- Involved in the configuration of WebSphere Application Server resources like Data Sources, JDBC Providers, JNDI and Connection Pooling.
- Created 12 environments (DEV, QA, SIT, PRD, RSVT) for HFC Maximo application.
- Troubleshooting problems related to WebSphere Application Server.
- Configured WebSphere Application Server Virtual Hosts, and JVM settings.
- Achieved Workload Management by creating Clusters in WAS 8.5.
- Applied Fix packs and Cumulative fixes to Web Sphere Application server.

- Involved in Configuring and Enabled the Global Security System WAS Administration for console users and console Groups using local OS User Registry.
- Involved in configuring IB2B and SSO for Maximo application.
- Configured Hermes JMS and LoadRunner for testing team.
- Provided on call 24x7 supports by shift rotation basis.

WebSphere Administrator, NBN Co

01/2010 – 08/2015
Hyderabad, India

- Installed, configured and administration of WebSphere Application Server 7.0 Network Deployment.
- Installed, configured and administration of IBM HTTP Server V7.0.
- Federated stand-alone nodes to CELL of Deployment Manager.
- Created multiple Profiles on Web Sphere Application server 7.0.
- Configuring WebSphere Application Server on multiple platforms for both horizontal and vertical scaling for Workload Management.
- Deployed J2EE Enterprise applications on WebSphere 6.0 that involves EAR, JAR, and WAR files.
- Collection of JVM statistics, garbage collection data for monitoring the heap and physical memory.
- Creating and Managing the Nodes, Application Server's, Cluster's, Virtual Hosts, Data Source, and generating and propagating plug-in.
- Enabled security for the Admin Console and application components.
- Deployed Enterprise Applications in a clustered environment with fail over support.
- Installed fix packs to overcome Application server problems.
- Configured the Web Server plug-in to connect to WebSphere Application Server.
- Handled all related tasks in a company.
- Developing shell scripts for various alerts like disks space, enabling cron jobs, cleaning logs, DB jobs completion alerts, JVM up/down alerts, Exceptions in any DB logs with regular interval etc.
- Strictly following the ITIL process for SLA's, Incident/Change/Release and Problem Management.
- Experienced in providing 24/7 administrative support.

Tools Support (L1), NOL

11/2008 – 07/2010

- Administration of Local and Remote Queue Manager Objects.
- Administration tasks using control commands, MQ Explorer, MQSC Commands.
- Administration activities using utilities like rfutil and qload.
- Working with Queue Managers: -restarting QM, Creation and deletion, changing QM properties, Backup and Restoring, Checking error logs etc.
- Working with Queues: -Checking Queue Depth, Clearing messages, Adding deleting queues, changing properties, checking queue status, copying queue, put time get time in a queue, checking message age, format, Handling system queues like Dead Letter Queue, backout queue etc.
- Working with Channels: -resolving channel, checking channel status, restarting channel, client connection and server connection channel etc.
- Creation, Control, Maintenance and Deletion of Message Broker Components in Runtime.
- Troubleshooting of Infrastructure and Application issues related to MB.
- Administration of various components of Message Broker.
- Performing Regular Housekeeping, Maintenance and Performance Tuning.
- Reloading, Stopping and starting of broker components in Unix.
- Calls Handling, Email monitoring, Jobs monitoring - Creating tickets and Escalating to appropriate group.
- Have good knowledge about the SLA and TTR for the project.
- Provided the best resolution to fix the user issues in time.
- Providing Daily Shift Handover reports to next shift.
- Marking recurring issues on monthly basis and getting KT for the FCR improvement.
- Knowledge base management (Recording of known issues G providing work around for improved call resolution through IPSP).
- Acts as a Point of Contact for "all technical issues in the track".

EDUCATION

BSc in Computer Science, Nizam College

- Bachelor of Science in Computer Science from Osmania University
- Passed in 2008 with 62%

01/2005 – 01/2008
Hyderabad

SKILLS

AWS Cloud Services: Experienced with EC2, S3, CloudWatch, RDS, Elastic Cache, IAM, Route53, Autoscaling, Cloud Trail, Cloud Formation, AWS Config, SNS, Cloud Front •

Azure Cloud Services: Experienced with VMs, Storage, Azure Virtual Network, Load Balancer, Traffic Manager, Application Gateway, Azure DevOps components including Azure Repos, Azure Boards, Azure Artifacts • **Middleware Technologies:** Proficient with IBM WebSphere Application Server (v6.x, 7.0, 8.x), WebLogic, JBoss •

Operating Systems: Experienced with RedHat Linux, Unix AIX, Windows •

Container Technologies: Proficient with Docker, Kubernetes, OpenShift, EC2 Container Service •

Container Security Tools: Experienced with Twistlock • **Source Code Scan Tools:** Experienced with BlackDuck, SonarQube, Fortify • **Databases:** Knowledge of MySQL, Oracle, SQL Server 2008/2012, Oracle 9i/10g, PL/SQL, MS Access, DB2, Postgres •

Web Servers: Experienced with IBM HTTP Server, Apache • **Messaging Tools:** Experienced with AMQ, IBM WebSphere MQ, IBM WebSphere Message Broker •

Configuration Management Tools: Experienced with Ansible, Chef, Puppet •

Scripting Languages: Experienced with Shell scripting, Groovy scripting, Python, Bash, Groovy, Boto3

CI/CD Tools: Experienced with Harness, Codefresh, uDeploy, Jenkins, GoCD, GitLab, GitHub •

Agile Tools: Experienced with Atlassian Stack - JIRA, Confluence Administration •

ETL Tools: Experienced with Informatica v9 Administration • **Reporting and CSS Tools:** Actuate Administration, WebFocus Administration, Filenet Administration •

Monitoring Tools: Experienced with Splunk, AppDynamics, Tableau, Grafana • **Functional Skills:** Defining best practices for project support and documentation; automation of processes; understanding client needs and providing solutions

LANGUAGES

English (Native speaker) • **Telugu** (Native speaker) • **Hindi** (Very good command)

COURSES

ITIL v3 Foundation, *APMG-International*

Certified WebSphere MQ System Administrator, *IBM*

SAFe 4 Certified Practitioner, *Scaled Agile*

Architecting Microsoft Azure Solutions, *Microsoft Azure*

Certified Solutions Architect, *AWS*