

DIWAKAR RAI

DevOps Engineer | AWS Certified Solutions Architect | SRE

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PROFESSIONAL SUMMARY

DevOps Engineer and AWS Certified Solutions Architect with 3+ years of experience designing, automating, and operating scalable cloud-native deployments across hybrid and multi-cloud environments. Strong expertise in AWS, Azure, OpenShift, Kubernetes, Docker, GitLab CI/CD, and observability platforms including Prometheus, Grafana, and ELK Stack. Proven track record of designing new solutions, improving system reliability, proactive incident detection, CI/CD efficiency, and operational visibility across large-scale production systems for multiple telecoms and fintech operators.

CERTIFICATIONS

- AWS Certified Solutions Architect – Associate (SAA-C03)

SKILLS

Cloud & DevOps: AWS, Azure, Cloud Architecture, Docker, Kubernetes, OpenShift, GitLab CI/CD, Terraform, Ansible, Helm

Monitoring & Observability: Prometheus, Grafana, ELK Stack, Loki

Scripting & Programming: Bash, Shell, Python, JavaScript, Node.js

Databases: MongoDB, MySQL, Oracle, PostgreSQL

Web Development: React.js, HTML/CSS, Bootstrap, Express

Tools & Platforms: Linux, Git, Jira, Wireshark

EXPERIENCE

Senior Engineer

Jul 2025 – Present

Comviva — Bengaluru, India | Hybrid

- Led enhancements to cloud-native observability platforms using ELK Stack, Prometheus, and Grafana, enabling ~98% of incidents to be detected proactively before customer impact occurred.
- Collaborated with development and QA teams to improve deployment stability by introducing gated deployments with image promotion and a multi-stage automated build-and-test cycle, reducing post-release incidents and improving delivery time.
- Designed and optimized monitoring dashboards and alerting strategies to improve system visibility and reduce mean time to detection (MTTD).

Engineer

Dec 2023 – Jul 2025

Comviva — Bengaluru, India | Hybrid

- Managed CI/CD workflows, containerization, and AWS- and Azure-based infrastructure for fintech deployments.
- Architected and deployed 'AlertOn', a custom MERN-based alert management tool.
- Maintained uptime and security for 20+ OpCos by developing a lightweight activity monitoring agent for legacy systems.

Engineer Trainee

Aug 2023 – Dec 2023

Comviva — Bengaluru, India | Hybrid

- Automated operational and reporting workflows, reducing manual work by 30 hours per month.
- Assisted in monitoring, alerting, and incident triage for production systems.

PROJECTS

AlertOn – In-House Alert Management Tool

MERN Stack

- Built to manage alerts for hybrid systems and production deployments.
- Deployed across 15+ OpCos and 60+ environments to ensure compliance and operational control.

Realtime Directory Monitoring Solution

Bash, Shell, Cron

- Lightweight solution that detects unauthorized file actions via a dashboard with quarantine logic and real-time alerts for production environments.
- Automates file system monitoring and alerting via email.

EDUCATION

B.Tech – Computer Science Engineering (Honors)

2019 – 2023

Shri Shankaracharya Engineering College, Bhilai