

Ritesh Walia

Cloud-Native DevOps Engineer

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Industrious Cloud-Native DevOps Engineer with 8+ years of experience in designing, deploying, and operating scalable infrastructure and platforms. Well-rounded and conscientious professional skilled in managing production-grade clusters. Purpose-driven engineer with a strong sense of ownership, committed to platform reliability, security, and seamless delivery. Proven ability to thrive in high-impact environments as both a collaborative team member and an individual contributor.



Skills

- Orchestration: Cloudbees Jenkins, GitHub Actions
- Source Code management: Git, Bit Bucket
- Cloud-Native Technologies : GitOps with ArgoCD, Docker, Kubernetes, Red Hat OpenShift, AWS, Azure, OKE(Oracle Kubernetes Engine), AKS(Azure Kubernetes Service), SAP Gardener.
- Observability and Monitoring: AppDynamics, ELK Stack, Prometheus, Grafana and Alert Manager.
- Database: Oracle Enterprise 12c and 19c Database and SAP Hana.
- Scripting : YAML, JSON, Python, Shell, Go(templating)
- Tracking Tools: Jira, Rally, ServiceNow
- Security & Compliance: Blackduck, Checkmarx, Sonarqube, SOC2 Audit, Velero, Diki and Falco
- IaC and Configuration Management: Terraform, Ansible and Crossplane



Work History

Jan 2024 -
Current

MLOps Engineer - Specialist

SAP Labs, Bengaluru, India

- Spearheading the development of a **cloud-native AI platform** for training and inferencing **Large Language Models (LLMs)** using **SAP AI Core** and **GenAI Hub**.
- Managing end-to-end platform operations in a fully cloud-native architecture, working closely with AI developers to ensure scalable, secure, and efficient AI workloads.
- Configuring and maintaining a comprehensive suite of **open-source components**—including **Istio, Kyverno, Knative, KServe, ArgoCD, NVIDIA Installer, Vault, Velero**, and **LLM orchestration**—using **Kustomize** and **Helm** for scalable deployment and templating.
- Ensuring **99.99% platform uptime** across **32 Gardener clusters** spanning **AWS, Azure, and GCP**, each with over **600 nodes**, while maintaining high availability and performance at scale.
- Leading **bi-weekly zero-downtime production releases** from pre-prod to prod using **GitHub Actions** and **GitOps via ArgoCD**, enabling rapid and stable delivery cycles.

- Designing infrastructure and planning for Gardener shoot clusters across hyperscalers, including **region-specific GPU provisioning** and **customer-specific data center scaling**.
- Automating the provisioning of clusters using **Crossplane**, followed by full-stack deployment of platform components and services.
- Deploying and managing LLMs across **Azure OpenAI**, **AWS Bedrock**, and **GCP Vertex AI**, enabling **multi-cloud inferencing capabilities** for customers worldwide.
- Serving as **Module Owner for DevSecOps and Backup/Recovery**, implementing container security with **Falco**, compliance reporting with **Diki**, writing **Kyverno policies**, and executing **chaos and restoration tests**.
- Providing critical **customer-facing support** for LLM-related issues including **token size limitations**, **rate limits**, and **service availability** concerns.

Aug 2021 -
Dec 2023

Principal Consultant, DevOps

Oracle, Bengaluru, India

- Worked with software development and testing team members to design and develop robust solutions to meet client requirements for functionality, scalability, and performance.
- Extensive experience working with critical customers in a consulting capacity to provide guidance with their cloud native application migrations.
- Managed **Oracle Cloud** services and integrated multiple OCI resources into solutions appropriate for setting up Oracle applications.
- Provisioning, managing and maintaining **OKE(Oracle Kubernetes Engine)** cluster using **Terraform** in cloud.
- Engineering, optimization and sustenance of cloud infrastructure with Kubernetes backbone to support scalable and highly available applications platform
- Designed and wrote build scripts in scripting languages like shell, python to apply automated product patches in Oracle applications.
- Infrastructure setup and configuration management using **Ansible playbooks** for **Oracle Database 19C**, **Weblogic/Tomcat Server**, **OJAF**.
- Automated **Docker** build, deployment, patching, application restarts, Database and application backups using **Jenkins**, **Ansible**, **JFrog Artifactory**.
- Monitored automated build and continuous software integration process to drive build/release failure resolution.
- Maintained metrics visibility using **ELK** stack and **Prometheus/Grafana** to create useful dashboards.
- Developed POCs to demonstrate the viability of new ideas and technologies like **Slack Bot**, **GitOps** and **ArgoCD** to support innovation.

Feb 2020 -
Aug 2021

Associate Consultant, DevOps

Infosys Ltd., Bengaluru, India

- Worked with cross-functional design teams to create software solutions that improved overall functionality and performance.
- Designed and deployed an end-to-end **CI/CD** pipeline using **BitBucket**, **Cloudbees Jenkins**, **Sonarqube**, **Blackduck**, **Jfrog Artifactory** and RLM deployment, improving deployment speed by 40% and reducing manual errors.
- Lead efforts to containerize applications using Docker and orchestrate them using **Red Hat OpenShift-3**.
- Collaborate with the operations team to ensure 24/7 support for the bank's cloud infrastructure, resolving issues efficiently and minimizing downtime.
- Assisted in the migration of on-premises applications to cloud, ensuring a seamless transition and minimal disruption to customers.
- Worked on Change implementations and production releases in cloud environments.
- Documented technical workflows and knowledge for reference in confluence for education of team members.

Application Development Associate

Dec 2017 -

Accenture , Bengaluru, India

Feb 2020

- Participate in Sprint backlog refinement, sprint planning and stories estimation
- Contributed ideas and suggestions in team meetings and delivered updates on deadlines, designs, and enhancements.
- Good practice in creating free style projects and maven projects and dependency projects.
- Acted as primary role in triage of any build, deployment and testing errors or failures
- Worked on setting up application build and deployment in CI/CD pipeline using Git, Sonarqube, Jenkins, and IBM UCD.
- Worked on setting up application on AWS and troubleshooting and maintenance in AWS.
- Integration of monitoring tools like AppDynamics with applications running on RHEL.



Certifications

Jun 2018

CKA: Certified Kubernetes Administrator

Apr 2025

KCNA: Kubernetes and cloud native associate

Apr 2022

CKAD: Certified Kubernetes Application Developer

Dec 2021

Oracle Cloud Infrastructure Foundations Associate

Jul 2022

Oracle Cloud Infrastructure 2022 Certified Architect Associate

Jun 2022

Oracle Cloud Infrastructure DevOps Certified Professional

Oct 2022

Oracle Cloud Infrastructure 2022 Certified Architect Professional

Jul 2021

AZ – 900 Microsoft Azure Fundamentals



Accomplishments

- **Red Hat Ascend Award** for completing Ascend Playbooks through the Infosys–Red Hat Partner Network
- **Early Bird – Microsoft Converge Award** for completing certifications ahead of schedule
- Presented as a **Speaker** at SAP d-kom and SAP Inside Track Community Event in Bangalore, delivering tech talks and live demos on **Container Security**



Education

May 2014 -

Bachelor of Computer Applications: Information Technology

Jun 2017

Himachal Pradesh University, Shimla - Shimla