

Ridma Pabasara

Senior SRE / DevOps Consultant I GenAI & MLOps I PMP
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PROFESSIONAL SUMMARY

Site Reliability and DevOps consultant with 8+ years of experience designing, automating and operating cloud platforms across Azure, Google Cloud and AWS. Builds Terraform-managed multi-cloud infrastructure, Kubernetes platforms (AKS, GKE, EKS) with GitOps, secure identity and networking, and SOC 2-aligned operations. Runs production systems and on-call for 30+ clients across dedicated and shared environments. Also builds GenAI systems: RAG pipelines and multi-agent solutions. Client-facing and experienced in technical leadership and mentoring.

CORE SKILLS

Azure: AKS, Front Door, Azure Firewall, VNets/peering, Private Endpoints and Private DNS, Entra ID (OIDC, workload identity), Key Vault, Management Groups and Azure Policy, Azure Monitor, Sentinel, ACR, Service Bus
Google Cloud: GKE, Anthos Service Mesh and fleets, Shared VPC, Cloud Armor, load balancers, Private Service Connect, IAM and Workload Identity Federation, BigQuery, Pub/Sub, Cloud Functions, Cloud Run, Composer, Cloud SQL, Secret Manager
AWS: EKS, Fargate, Lambda, DynamoDB, API Gateway, Glue, Athena, SAM, CloudFormation, Personalize, IAM and cloud security
Kubernetes & GitOps: AKS, GKE, EKS, Flux CD, Helm, Kustomize, Istio, Tekton, KOPS, CAST AI
IaC & Automation: Terraform (modules, multi-environment), CloudFormation, azapi, Ansible, GitHub Actions, Python, Bash
Security & Compliance: SOC 2 checklists, HashiCorp Vault, cloud-native secret managers, org policy / policy-as-code, least-privilege IAM
Observability & Data: Azure Monitor, Cloud Logging/Monitoring, Managed Prometheus, ELK, PagerDuty; MongoDB Atlas, Postgres, Redis
AI / ML: RAG pipelines, local RAG, multi-agent systems, agentic AI, MLOps
Leadership: Team leadership, client engagement, recruitment interviews, mentoring, project management (PMP)

PROFESSIONAL EXPERIENCE

SRE Consultant — GroupBy Inc. (acquired by Rezolve Ai) / Rezolve Ai — Upwork contract, Remote *Oct 2023 – Present*

- Site reliability and DevOps for 30+ clients across dedicated and shared environments on Azure, GCP and AWS; all deployments run on Kubernetes.
- Azure: Terraform landing zones (management groups, Azure Policy), AKS with Entra ID workload identity and Key Vault, Front Door, Firewall policies, VNet peering, Private Endpoints and Private DNS, Azure Monitor and Sentinel alerting.
- GCP: Terraform platform for GKE and Anthos Service Mesh (multi-cluster and fleet ingress), project/folder factories and org policies, Shared VPC, Cloud Armor and load balancers, IAM and Workload Identity Federation, BigQuery, Pub/Sub, Cloud SQL and Secret Manager.
- AWS: Kubernetes (EKS) and serverless workloads within the multi-cloud client estate.
- Automated customer and team onboarding/offboarding with reusable GitHub Actions and Terraform modules; GitOps with Flux CD and Istio; CAST AI cost optimisation; logging metrics, Managed Prometheus and FinOps labelling.
- Manage MongoDB Atlas clusters and multi-region infrastructure; maintain SOC 2 compliance checklists; manage production systems and on-call rotations.
- Continued in the same role at Rezolve Ai (from Apr 2025) after GroupBy was acquired.

Senior Lead DevOps — LSEG – London Stock Exchange Group (Full-time, Hybrid) *Jun 2023 – Nov 2023*

- Worked mainly on containerised solutions around EKS.
- Built infrastructure and application deployment automation.

Senior Kubernetes Engineer — Virtasant (Contract via Crossover) *Sep 2022 – Feb 2023*

- Built a monitoring solution to detect GitOps reconciliation issues.
- Containerised applications and migrated them to EKS.
- Wrote manifests using .pcl libraries; packaged deployments with Kustomize and Helm.
- Used Flux and Tekton for continuous delivery.

DevOps Technical Lead — Dygisec PTE LTD (Contract) *May 2022 – Nov 2022*

- EKS deployments with Helm.
- Log management with Fluent Bit, Fluentd and Elasticsearch.
- Infrastructure as code with CloudFormation and Terraform.
- Cloud compliance and security.

AWS Solutions Architect — Verso Labs (Part-time, project-based, UK) *Sep 2019 – Oct 2022*

- Led a Shopify integration project on serverless infrastructure using AWS SAM, Lambda, DynamoDB, CloudFormation and Personalize.
- Built event-driven workflows triggered by Shopify webhooks, Lambda-based email delivery automation, and API Gateway REST services and WebSockets.
- Delivered a data engineering workload with Glue and Athena.

DevOps Team Lead — BlackSwan Technologies *Jan 2022 – May 2022*

- Led the DevOps team and worked directly with clients on troubleshooting and deploying new solutions.
- Took part in recruitment interviews; trained and guided new joiners.

Senior DevOps Engineer — BlackSwan Technologies *Nov 2019 – Jan 2022*

- Designed new client solutions.
- Automated GCP infrastructure and deployments with Terraform and Ansible; managed Kubernetes deployments with Helm.
- Implemented Cloud Functions in Python.
- Managed GCP private networks, internal SSL, internal communication and security.
- Ran AWS deployments with CloudFormation to Fargate and serverless stacks; worked with service meshes such as Istio.

DevOps Engineer — Apigate (Full-time) *Jul 2018 – Nov 2019*

- Automated Kubernetes infrastructure on GCP with Ansible.
- Managed client infrastructure and deployments, and AWS infrastructure including Kubernetes with KOPS.
- Worked with Stackdriver, ELK, Nagios and PagerDuty for monitoring.

Software Engineering Intern — Virtusa *Jan 2017 – Jun 2017*

- C#/.NET, ASP.NET MVC, Web API, AngularJS, SSO, Active Directory authentication, Entity Framework, Dapper, MS SQL and Power BI.

FREELANCE

Freelance SRE / DevOps / Cloud Consultant — Fiverr

- Delivered 300+ different SRE, DevOps and cloud-related projects.

LANGUAGES

English

CERTIFICATIONS

- IBM RAG and Agentic AI – IBM (Feb 2026)
- AWS Certified SysOps Administrator – Associate (Apr 2025; valid to Apr 2028)
- AWS Certified Solutions Architect – Professional (Nov 2022; expired 2025)
- AWS Certified Security – Specialty (Sep 2022; expired 2025)
- AWS Certified: SAP on AWS – Specialty (May 2023; expired 2026)
- AWS Certified Solutions Architect – Associate
- LFS169: Introduction to GitOps – The Linux Foundation (Jan 2023)
- Certified Kubernetes Administrator (CKA) – CNCF (May 2019; expired 2021)
- Project Management Professional (PMP)

EDUCATION

BSc (Hons) Information Technology and Management — University of Moratuwa *2014 – 2018*

- Second Class Upper Division (GPA 3.6/4.2).
- Project: ROS SLAM for indoor mapping and autonomous navigation.