

REUEL DONALD LOBO

Cloud Infrastructure, Security & AI Architect

Mangalore, India • reuellobo@gmail.com • +91 8310142706 • [LinkedIn](#)

PROFESSIONAL SUMMARY

Cloud Infrastructure, Security & AI Architect with 8+ years driving enterprise security, CloudOps, and Agentic AI solutions across BFSI, pharma, healthcare, and automotive sectors on GCP and AWS. Recognized for eliminating \$5M+ in annual costs, remediating multiple vulnerabilities, and automating multiple workflows through custom automations and through AI-powered SRE Dashboards. Worked on end-to-end IAM governance, and Google ADK/Vertex AI agent platforms.

CORE COMPETENCIES & SKILLS

Cloud Platforms: Google Cloud Platform (GCP), Amazon Web Services (AWS), Azure

Security & Compliance: CSPM, IAM, SIEM, Security Command Center (SCC), Prisma, Wiz, CIS, NIST, HIPAA, ISO 27001

Automation & AI: Agentic AI, Google Agent Development Kit (ADK), Vertex AI Agent Builder, AgentSpace, Google MCP Servers, n8n, Terraform, Cloud Functions, Cloud Composer

Observability: Dynatrace, Stackdriver, Prometheus, Grafana, SumoLogic, New Relic

Data & FinOps: BigQuery, PostgreSQL, MySQL, Looker, Billing Export, ETL Pipelines

DevOps & SRE: CI/CD (Jenkins), Kubernetes, IaC, Runbook Automation, Incident Management

CERTIFICATIONS

[Google Cloud Digital Leader](#)

[Google Associate Cloud Engineer](#)

[Google Professional Cloud Security Engineer](#)

PROFESSIONAL EXPERIENCE

Cloud Expert (GCP, AWS) | Niveus Solutions Pvt Ltd (Part of NTT DATA)

Mangaluru, 25-Oct-2025 - Present

Leading global CloudOps, Security Operations, risk governance, and Agentic AI programs for enterprise customers across BFSI, healthcare, banking, and automotive verticals.

- Delivered \$4M+ in annual cloud cost savings across global enterprise customers by architecting FinOps frameworks, rightsizing workloads, and building Looker cost-visibility dashboards.
- Automated multiple repetitive tasks for Cloud Operations team like patching workflows, IAM by engineering Agentic AI pipelines using Google Agent Development Kit, n8n, and Vertex AI Agent Builder.
- Architected end-to-end IAM access governance for Google Cloud IAM and Tableau, delivering automated access provisioning, lifecycle management, and anomaly detection for banking and healthcare clients — reducing identity-related risk exposure by 70%.
- Built AI-powered SRE dashboard for banking and healthcare operations teams using Vertex AI and Google ADK, enabling automated alert correlation, root cause analysis (RCA) generation, and incident triage — cutting MTTR by 55%+.
- Engineered Agentic AI incident detection and response system integrating Google ADK with Vertex AI, delivering real-time alert classification and automated remediation recommendations across production environments.
- Designed and deployed AI agents interacting with Google MCP servers to build AI-led operations workflows, enabling autonomous cloud operations, self-healing runbooks, and intelligent ops orchestration at scale.
- Remediated multiple cloud vulnerabilities across customer environments by deploying continuous CSPM scanning, automated IAM audits, and policy-as-code controls.
- Architected and delivered scalable cloud-native, microservices, and Kubernetes-based solutions across GCP, AWS, and Azure for 10+ global enterprise clients.
- Drove pre-sales architecture and technical solutioning, closing multiple migration and managed-services contracts worth millions in ARR.

- Built custom ETL pipelines and interactive BI dashboards on BigQuery and Looker, enabling real-time cost forecasting and operational accountability for C-level stakeholders.
- Conducted cloud migration and security assessments, reducing architecture review cycle times by 40% through standardized discovery frameworks.

Cloud Lead – CloudOps (GCP, AWS) | Niveus Solutions Pvt Ltd (Part of NTT DATA)
Mangaluru, 04-Jul-2022 – 25-Oct-2025

Led global CloudOps and Security Operations function, owning risk governance, security posture management, and enterprise customer onboarding across BFSI, automotive, and healthcare sectors.

- Reduced manual operational effort by 750+ hours through automated patch management and service account key rotation pipelines deployed across multi-environment GCP/AWS fleets.
- Elevated security compliance posture for enterprise customers from sub-30% to 85%+ by implementing CIS-aligned controls, continuous CSPM monitoring, and automated remediation workflows.
- Executed regular security assessments, architecture reviews, and compliance audits for 5+ enterprise clients spanning BFSI, automotive, and healthcare sectors.
- Developed and enforced cloud security policies covering IAM hardening, threat management, data protection, network segmentation, and incident response across customer environments.

Linux/Cloud Engineer Patching | Webscale Networks Pvt Ltd,
Bangalore 01-Nov-2021– 30-Jun-2022

- Designed and executed automated patch management for Linux fleets across AWS and GCP, achieving 100% security compliance with near-zero downtime.
- Built Bash automation scripts that reduced manual patching intervention by 70%, accelerating vulnerability remediation cycle times across multi-cloud environments.
- Provided infrastructure support for EC2, GCP Compute, Load Balancers, BigQuery, Pub/Sub, and Cloud Armor, maintaining 99.9% SLA across production workloads.

Specialist Technical Support (SME) | Diya Systems Pvt Ltd (GlowTouch Technologies/ UnifyCx)
Mangaluru, 26-Dec-2019 – 31-Oct-2021

- Spearheaded knowledge management for a 50+ agent support team by authoring and approving all Knowledge Base articles, reducing average handle time by 25% through standardized resolution frameworks.
- Led cross-functional process improvement working groups, identifying and eliminating operational bottlenecks that improved first-contact resolution rate by 30%.
- Maintained 100% SLA adherence across escalated technical queues by owning end-to-end incident triage, resolution, and client communication for high-priority accounts.

Content Editor - MFL | Perform Media India Pvt Ltd (Stats Perform)
Mangaluru, 06-Jun-2018 - 14-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.

KEY PROJECT HIGHLIGHTS

Leading Insurance Firm — CloudOps, Security & SRE Modernization

- Remediated 10,000+ security vulnerabilities, elevating security and compliance posture from 30% to 90% within 18 months by deploying automated CSPM, vulnerability detection, and continuous compliance checks.
- Delivered ₹40 Cr+ (\$5M+) in annual savings by architecting 70+ automation scripts that eliminated daily manual operations and improved SLA adherence across L1/L2/L3 support tiers.
- Achieved 100% monthly patch compliance for 2 consecutive years by engineering native GCP + n8n automation pipelines, eliminating manual patch windows entirely.
- Built end-to-end SRE workflows using Google Agent Development Kit, Looker dashboards, and ITSM integrations, reducing mean-time-to-resolve (MTTR) by 50%+.

Top-5 Pharmaceutical Firm — Cloud Security Engineering & Automation

- Improved CSPM (CIS) security score from 20% to 85% by engineering automated compliance controls, IAM hardening, configuration audits, and key rotation workflows.
- Eliminated 60%+ of manual monitoring effort by deploying a custom Service Account visibility tool that provided full lifecycle tracking, key exposure analytics, and risk scoring.

Leading Mutual Fund Broker — Full-Stack Dynatrace Observability

- Deployed end-to-end Dynatrace observability for critical banking workloads, delivering full-stack visibility across apps, infrastructure, network, and user journeys — reducing MTTR by 40%+.

Banking & Healthcare Clients — Agentic AI Operations Platform

- Architected end-to-end IAM access management for Google Cloud IAM and Tableau using Vertex AI and Google ADK, automating access lifecycle, entitlement reviews, and anomaly detection across regulated banking and healthcare environments.
- Built an AI-powered SRE dashboard that correlates alerts and auto-generates RCA reports using Vertex AI, reducing incident investigation time by 55%+ and enabling ops teams to resolve P1 incidents without manual triage.
- Deployed AI agents integrated with Google MCP servers to orchestrate AI-led cloud operations — enabling autonomous runbook execution, self-healing workflows, and intelligent ops management at enterprise scale.
- Maintained Terraform compliance across multi-environment deployments and enhanced security posture through proactive remediation, reducing configuration drift incidents by 80%.

EDUCATION

Bachelor of Commerce — Mangalore University, Karnataka *Jun 2015 – Jul 2018*

AWARDS & RECOGNITION

- Niveus Value Advocate — Niveus Solutions (NTT DATA), Feb 2025
- Standout Super Star — Niveus Solutions (NTT DATA), Oct 2023
- Harvey Keitel Award for Operational Efficiency — Endurance International Group, 2020