

ARPIT TRIVEDI

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PROFESSIONAL SUMMARY

Platform Development Lead and SRE specialist with 13+ years architecting cloud and AI solutions for enterprise. Led Azure AI Foundry implementation for a team of 14. Delivered 50% cost reduction (Synnex) and near-zero-downtime migrations (LAB3). Proven track record across OpenBet, Woolworths, Datto, and Telstra Purple. Australian Citizen.

WORK EXPERIENCE

Platform Development Lead | OpenBet | Nov 2024 - Mar 2026

- * Led and architected Azure cloud platform setup to support product development and features with AI
- * Designed and implemented secure infrastructure blueprints; established and maintained infrastructure as code (IaC) best practices using Terraform
- * Designed and implemented enterprise-wide DevOps practices and frameworks
- * Developed comprehensive security framework for cloud infrastructure by establishing security controls and compliance monitoring systems
- * Designed and implemented robust observability frameworks; architected and implemented disaster recovery solutions
- * Led and mentored DevOps team members in best practices and new technologies
- * Designed roadmaps and managed team dependencies through PI Planning for effective project deliveries through JIRA and Confluence
- * Liaised with CFO on quarterly basis to discuss cost optimisation strategies and drive vendor engagement
- * **Achievement:** Architected Azure AI Foundry implementation with IaC, compliance, and governance; established security patterns for AI usage
- * **Project:** AI Mapping Tool (OpenBet) - Designed the architecture and implementation of Azure AI Foundry with metrics, compliance and governance; automated deployment through IaC with Terraform and Azure DevOps; created roadmaps on JIRA and setup PI Planning; established security patterns for the usage of AI. Team of 14.

Training Consultant | Furo | April 2023 - May 2025

- * Developed comprehensive training programs: created engaging and effective training materials, including tutorials, workshops, and hands-on labs, tailored to various skill levels and roles
- * Conducted in-depth training sessions: led live training sessions, webinars, and on-site workshops to educate teams on best practices and advanced features of GitHub Actions
- * Customized training for teams: assessed team needs and customized training programs to address specific workflow requirements and organizational goals
- * Created self-help resources: developed and maintained a repository of self-paced learning materials, including videos, guides, and FAQs; integrated Copilot and Cursor into the curriculum
- * **Achievement:** Delivered GitHub Actions training programs and workshops; integrated Copilot and Cursor into curriculum

Lead Site Reliability Engineer | Woolworths Group | April 2023 - Nov 2023

- * Spearheaded the design, implementation, and maintenance of WOW cloud infrastructure to ensure the reliability and scalability of services
- * Led incident response and root cause analysis to prevent recurrence and improve system reliability
- * Mentored and guided a team of SREs, fostering a culture of excellence, collaboration, and continuous improvement
- * Implemented and managed monitoring, alerting, and logging solutions; automated routine tasks to improve efficiency and reliability

- * **Achievement:** Led SRE practices for WOW cloud infrastructure; mentored team and implemented monitoring, alerting, and logging solutions

Staff Site Reliability Engineer | Datto (Kaseya) | Aug 2020 - Feb 2023

- * Ensured the health, reliability, performance and uptime of production systems
- * Collaborated with CTO to determine a product reliability strategy including SLIs and SLOs
- * Implemented disaster recovery and business continuity plans to ensure the availability and resilience of all systems, web applications and services
- * Developed additional platform automation including customer onboarding automation; managed and improved CI/CD pipelines
- * Collaborated with development teams to ensure web applications and services were designed and developed with SRE strategies in mind
- * **Achievement:** Migrated the entire Datto Commerce Platform in Azure with implementation of business continuity in the first month of being hired
- * **Achievement:** Promoted twice in the span of 2 years from Site Reliability Engineer to Senior Site Reliability Engineer to Staff Site Reliability Engineer
- * **Achievement:** Awarded SRE Legend for implementing effective SRE strategies
- * **Project:** Implement SRE strategy for Datto Commerce Platform - Defined key service level indicators (SLIs) and service level objectives (SLOs); implemented error budgets with effective toil management; performed blameless post-mortems for critical incidents; implemented effective logging and configured alerts for Observability; implemented governance through Azure Policies; implemented Cloud security through Azure Sentinel. Team of 9.

Microsoft Principal Cloud Consultant | Telstra Purple | Aug 2019 - July 2020

- * Advised, designed, implemented, updated and developed solutions; led the scope of implementation while overseeing the technical team
- * Partnered with sales and client teams on account strategy, offering planning as well as maintaining, developing and expanding client relationships
- * Developed practice area collateral, offerings, and supporting materials; provided guidance to consultants for professional development
- * **Project:** SAP Deployment on Azure - Designed the architecture of hosting SAP workload on Azure; aided in deployment and provided ongoing support; optimised with new Azure services. Team of 4.

Principal Solutions Engineer | LAB3 Solutions | Jan 2019 - Jul 2019

- * Designed cloud migration strategies with technical documentation
- * Created design specifications, templates, reference architectures with other project deliverables
- * Implemented solutions that addressed customer requirements for scalability, reliability, security, and performance in accordance with industry best practice
- * **Project:** Re-architect existing solution on Azure for cost-optimization (LAB3) - Migrated the existing solution over to CSP; optimised the solution to reduce the cost for one of the biggest end-customers in the Australian Market by ensuring almost zero-downtime of workloads; monitored the solution on an ongoing basis for further optimization. Team of 5.
- * **Project:** Cloud Uplift Program and Cloud Managed Services (National Australia Bank) - Designed Microsoft Azure foundational pieces within the compliance and security of the bank; designed Azure Tenancy Subscriptions and Network Infrastructure; CSAM for Azure services; implemented IaC deployment with policies and automation; maintained asset teams' infrastructure. Team of 10.
- * **Project:** Cloud Migration to Microsoft Azure Platform (National Australia Bank) - Gathered requirements, designed future state in Azure; created solution design document capturing RPO, RTO, availability, security; implemented future state with testing and validation. Team of 8.

Pre-Sales Technical Consultant - Microsoft Cloud | Synnex Australia Pty Ltd | August 2016 - December 2018

- * Drove Microsoft Cloud technical discussions and partner engagements
- * Drove Microsoft Cloud internal enablement initiatives; conducted Microsoft Cloud implementation services
- * Trained internal Sales & Product Management teams; presented technical cloud solutions to all levels with confidence

- * Served as the centre of competence for technical enquiries across the Microsoft Cloud solutions
- * **Achievement:** Facilitated the migration of the entire Synnex B2B Portal infrastructure to Microsoft Azure Platform with best practices reducing the total cost by 50%
- * **Achievement:** Designed and delivered multiple Cloud Roadshows for Synnex Partner Enablement on Microsoft Cloud Platform with hand-on labs which increased the business by 35% and received accolades from Microsoft Australia
- * **Project:** Migrating Synnex B2B Portal from on-prem datacentre to Microsoft Azure - Designed, architected and strategized the migration to Microsoft Azure platform with the CEO; analysed the cost and optimised the existing architecture to minimise the cost; drove knowledge transfer between team members and aided in deployment, support and troubleshooting. Team of 10.
- * **Project:** Microsoft Cloud Enablement for Synnex Resellers - Designed Microsoft Cloud Workshop for Resellers with hands-on labs and training materials; enabled the Resellers to upsell the Microsoft Cloud technology; translated the technology into adaptable business strategies and offers for maximum ROI. Team of 4.

Senior Consultant - Cloud and Communications | Technofocus Solutions Pvt Ltd | Feb 2016 - Nov 2016

- * Provided consulting services to various clients of the organisation with Microsoft cloud computing technologies and Skype for Business Server 2015

Team Lead - Cloud and Mobility | Technofocus Solutions Pvt Ltd | April 2013 - February 2016

- * Delivered webinars and webcasts on Microsoft core infrastructure as well as cloud computing technologies with maximum impact of adoption catering to different levels of participants
- * Provided internal training for onboarding the workforce to the latest Microsoft technologies
- * Led a team of 38 which provided a wide range of services including consulting, training, troubleshooting and deployment
- * Worked closely with Microsoft India in creating awareness for Microsoft partners and customers through webcasts, webinars and one-to-many trainings; webinars posted on Microsoft Association of Practicing Architects
- * **Achievement:** Achieved Solution Expert certification in Azure within 6 months
- * **Achievement:** Rewarded as Employee of The Year consecutively for two years
- * **Achievement:** A strong track record of consulting, deployment and 300+ webinars
- * **Achievement:** Webinars posted on Microsoft Association of Practicing Architects
- * **Project:** COS-N Deployment - Designed, architected and drove the deployment for 3 of the top Hosting Providers in India; managed a team of 4 lead consultants; Windows Azure Pack (Azure Stack); spearheaded the entire execution. Team of 5.
- * **Project:** Azure Labs (Technofocus Internal Project) - Suggested the idea to the Technical Director as a service offering and got it approved; proposed, designed and drove the entire execution of the Labs; turned the vision into a successful service offering delivered by the organisation. Team of 20.
- * **Project:** EMS Labs (Technofocus Internal Project) - Suggested the idea to the Technical Director as a service offering and got it approved; proposed, designed and drove the entire execution of the Labs; turned the vision into a successful service offering now delivered by the organisation. Team of 10.

SKILLS

Artificial Intelligence: Azure AI Foundry (Models and Search), OpenAI - GPT and Dall-E, Microsoft Copilot, NLP
SRE & DevOps: Site Reliability Engineering, DevOps, Observability, CI/CD, IaC, Azure DevOps, GitHub Actions, Terraform

Cloud Security: Microsoft Defender for Cloud, Entra ID, Azure Sentinel, Key Vault, Azure RBAC, Azure Policy
Containers: Azure Kubernetes Service, Docker, Azure Service Fabric, Azure Function App, Azure Container Instances

Languages & Tools: Azure CLI, YAML, Python, Bicep, PowerShell, Azure Logic Apps, Azure Automation

CERTIFICATIONS

- * GitHub Actions Certified (GitHub)

- * Microsoft Certified Azure AI Fundamentals (Microsoft Azure)
- * Microsoft Certified DevOps Engineer Expert - Designing and Implementing Microsoft DevOps Solutions (Microsoft Azure)
- * Microsoft Certified Azure Security Engineer Associate (Microsoft Azure)
- * Microsoft Certified Azure Administrator Associate (Microsoft Azure)
- * Microsoft Specialist (MS) - Implementing Microsoft Azure Infrastructure Solutions
- * Microsoft Specialist (MS) - Architecting Microsoft Azure Solutions

EDUCATION

Bachelor of Engineering (Computer Science), Mumbai University, India