

Balaji Raju Mohan

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EDUCATION

Swinburne University of Technology

Master of Information Technology / Mobile and Cloud Computing

Victoria, Australia

July 2021

Anna University

Bachelor of Engineering / Computer Science and Engineering

Tamil Nadu, India

May 2019

WORK EXPERIENCE

ANZ Banking Group

Melbourne, Australia

Lead Site Reliability Engineer

January 2024 – Present

- Spearhead major observability and site reliability engineering programs for banking payment infrastructures using Newrelic and Dynatrace to maximize visibility across hybrid cloud environments and critical financial systems.
- Champion comprehensive governance and monitoring automation via Terraform, defining organizational standards and fine-tuning alerts to optimize platform health metrics and ensure seamless operation of banking services.
- Collaborate with principal architects to design sophisticated telemetry frameworks and refine incident response mechanisms across global infrastructures, enhancing resilience and reducing mean time to resolution for incidents.

Site Reliability Engineer

June 2022 – December 2023

- Designed and implemented high-performance monitoring solutions using New Relic and Dynatrace, delivering specialized dashboards for critical banking application tracking to provide insights on system performance.
- Automated monitoring and operational workflows using Bash, Python, and Terraform, ensuring improved efficiency across diverse technology platforms including GCP and maintaining rigorous standards for IaC code practices.
- Supported high-availability production operations and reliability initiatives across AWS and OpenShift clusters, managing complex incidents while proactively optimizing application health and infrastructure scaling requirements.

FDM Group

Melbourne, Australia

Software Developer IT Consultant

April 2022 – June 2025

- Developed robust enterprise applications using Java and Spring Boot within Agile environments, focusing on building scalable REST-based architectures and integrating complex backend services for high-profile financial clients.
- Championed Test-Driven Development and CI/CD best practices, achieving 80% code coverage using JUnit to enhance software quality and reliability while streamlining the deployment pipeline for faster time-to-market delivery.
- Collaborated with stakeholders to troubleshoot application issues and implement performance improvements, ensuring production readiness in fast-paced environments and adhering to strict software development lifecycles.

Code Camp

Melbourne, Australia

Coding Instructor & IT Desktop Support

November 2020 – April 2022

- Delivered comprehensive technical support for ICT systems, hardware maintenance and troubleshooting to ensure seamless operation of coding programs while managing the setup of diverse educational technology environments.
- Diagnosed and resolved complex hardware and networking issues in real-time, effectively maintaining high service continuity across all active educational programs and ensuring that infrastructure met all instructional requirements.
- Mentored students in programming fundamentals and game development concepts, providing hands-on training in debugging code and fostering creative problem-solving skills through the implementation of digital projects.

Woolworths Distribution Center - MSRDC

Melbourne, Australia

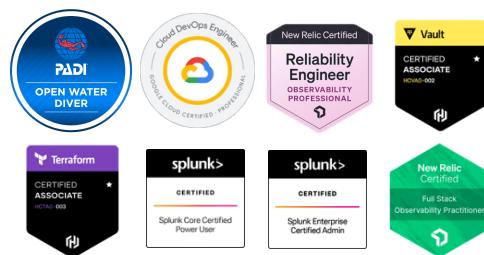
Systems Support Analyst

October 2021 – April 2022

- Provided expert technical support for warehouse management systems and networking connectivity, resolving high-priority incidents to maintain critical operational flow and minimize downtime in a large-scale environment.
- Monitored problem resolution progress and communicated effectively with users, escalating infrastructure bugs to meet strict delivery and satisfaction while ensuring all stakeholders were informed of resolution timelines.
- Streamlined employee onboarding by creating automated solutions for equipment provisioning, resulting in significantly improved efficiency for the center and reducing the manual effort required for new user setups.

CERTIFICATIONS AND BADGES

- PADI Open Water Scuba Diver
- Google Cloud Professional Cloud DevOps Engineer
- Hashicorp Vault Associate (002)
- Hashicorp Terraform Associate (003)
- New Relic Certified Reliability Engineer Professional
- New Relic Full Stack Observability Practitioner
- New Relic One Programmability
- Splunk Core Certified Power User
- Splunk Enterprise Certified Admin



KEY ACHIEVEMENTS

- Created and maintained 100+ observability dashboards across cloud, infrastructure, and application platforms.
- Developed and managed 400+ alert conditions across 50+ alert policies using NRQL and observability best practices.
- Automated monitoring resources using Terraform and Infrastructure as Code, improving consistency and reducing manual effort.
- Led observability initiatives for critical banking payment services across New Relic, Dynatrace, and Splunk.
- Achieved certifications including Google Cloud Professional Cloud DevOps Engineer, New Relic Reliability Engineer Professional, Terraform Associate, and Vault Associate.

Customer & Community Engagement

Tennis Australia

Melbourne, Australia

Australian Open – Customer Experience Ambassador

2021–2026

- Delivered world-class customer service during the Australian Open, providing leadership in venue navigation while managing high-pressure situations for patrons and ensuring a premium experience for international visitors.
- Contributed technical skills to resolve queries regarding the AO mobile application and digital platforms, helping patrons navigate event services effectively and troubleshooting connectivity issues in a fast-paced environment.
- Collaborated with cross-functional event teams to facilitate promotional activities and resolve customer needs, maintaining a safe and engaging environment for all participants while upholding tournament standards.

Bunnings Warehouse Retail

Melbourne, Australia

Retail Team Member

October 2020 & December 2020

- Assisted customers with expert product selection and technical enquiries across home improvement categories, providing detailed support to maximize retail efficiency and ensure high levels of shopper satisfaction.
- Demonstrated and configured a wide range of smart home devices, while educating users on setup for their specific integrated home environments and troubleshooting various software and hardware compatibility issues.
- Managed complex customer queries and supported daily retail operations, including inventory management and merchandising, to ensure high standards of service delivery and consistent product availability on the floor.

Study Melbourne & Pay It Forward Program

Melbourne, Australia

International Student Mentor

Present

- Mentored international students on professional development, guiding them through complex pathways and employment opportunities within Australian technology to ensure a successful transition into the local workforce.
- Shared practical advice through community networking sessions organized by Study Melbourne to foster long-term student success and integration into society, helping build a supportive environment for new arrivals.
- Supported students in building professional confidence and expanding networks, helping them access career opportunities through dedicated mentorship and technical support tailored to their individual vocational goals.

SKILLS & INTERESTS

Skills: New Relic, Dynatrace, Splunk, OpenTelemetry, Terraform, HashiCorp Vault, Docker, Kubernetes, Red Hat OpenShift, AWS, Google Cloud Platform (GCP), Linux, Python, Bash, Oracle, PostgreSQL, Git, Bitbucket, ServiceNow, CI/CD, Infrastructure as Code (IaC), Observability Engineering, Site Reliability Engineering (SRE), Monitoring & Alerting, Incident Management, Cloud Computing.

Interests: Scuba Diving, Swimming, Cloud Technologies, Financial Markets, Hiking, Technology Communities.