



baladengale.com

CONTACT

EMAIL

dengalebr@gmail.com

PHONE

+65 8428 8065

LOCATION

Singapore

WEBSITE

baladengale.com

LINKEDIN

linkedin.com/in/baladengale

GITHUB

github.com/baladengale

CORE EXPERTISE

Agentic AI & LLM Platforms

Kagent.dev · MCP Servers · A2A · Google ADK · Enterprise RAG · Kimi Fine-Tuning · Custom LLM Deployments · SRE Agents

Kubernetes & Cloud-Native

Kubernetes · OpenShift · ArgoCD · Docker · GitOps · Service Mesh (Tetrade / Istio) · Kyverno · Calico · Quay · CSI Storage

Infrastructure & Automation

Ansible · Chef · Terraform · IaC · CI/CD · Bare-Metal Provisioning · Configuration Management

Cloud & Brokerage

AWS · Azure · SoftLayer · BMC CLM Cloud Service Brokerage

Languages & Scripting

Python · Go · Shell · Ruby on Rails · C#.NET · SQL Server

Leadership & Delivery

Pre-Sales / RFP · Platform Architecture · Roadmap · Cross-Org Standards · Technical Enablement

BALA DENGALE

Lead Systems Engineer · Platform & DevOps Architect · Agentic AI

— KUBERNETES · PLATFORM ENGINEERING · AUTOMATION —

18+

Years
Experience

140+

K8s Clusters
Managed

10+

Global
Datacenters

5+

Countries Work
Experience

PROFILE

Platform and infrastructure engineering leader with **~18 years** across payments, banking and telecom — from **pre-sales and implementation consulting** to **production platform ownership** in India, Singapore, Australia, the US and Europe. At Visa, architected the **global Kubernetes platform (140+ clusters, 10+ datacenters)** and led its **production-adopted agentic AI platform** for infrastructure operations. Writes on agentic AI and platform engineering at **baladengale.com**.

FEATURED PROJECTS

Agentic AI Operations Platform Visa · Led & Architected

Multi-agent operations ecosystem — **Kagent-native agents, custom MCP servers, Kimi fine-tuning, enterprise RAG** — for AI-assisted incident response in production.

Global Kubernetes Platform Visa · Led & Architected

Enterprise Kubernetes service at scale — **140+ clusters across 10+ global datacenters** — with ArgoCD GitOps, Tetrade mesh, Kyverno policy and Quay registry end to end.

Enterprise Config Management at Scale Visa · Led & Architected

Ansible, Chef and BMC BSA unified into one enterprise platform — compliance, patching and automation across **100K+ servers** and the global estate.

Pre-Sales & Implementation Consulting BMC Software · CloudFX

6+ years pre-selling CloudSelect cloud brokerage and BMC CLM / BAO / BSA suites via RFPs, POCs and demos across **India, Singapore, Australia, US and Europe**.

EXPERIENCE

Lead Systems Engineer · Platform & DevOps Architect · Agentic AI

Visa Worldwide · Singapore · Jul 2016 – Present

- Led and architected Visa's **agentic AI operations framework** — a multi-agent ecosystem across Kubernetes, ServiceNow, Tetrade, Quay, CMDB and observability for AI-assisted troubleshooting, incident response and root-cause analysis; adopted in production.
- Built the agent platform on Kubernetes — **Kagent-native declarative agents**, custom MCP servers, Kimi fine-tuning, enterprise RAG and autonomous SWAT, SOP and cluster-health agents.
- Architected Visa's **enterprise Kubernetes service — 140+ clusters across 10+ global datacenters** — and led cloud-native adoption standards (OpenShift, Mirantis, Tetrade, Calico, Kyverno, GitOps, Quay, CSI) with automated onboarding, lifecycle and refresh.
- Unified **enterprise configuration management (Ansible, Chef, BSA)** for 100K+ servers across the global estate and built the **cluster build automation framework** — compute, storage, middleware, databases and bare-metal flows in one GitOps-driven platform.

EDUCATION

Specialist Diploma in AI Solutions Development

Temasek Polytechnic · Singapore · 2025

Cloud-based ML & applied AI development

B.Eng. Computer Engineering

University of Pune · India · 2007

First Class with Distinction

CAREER TIMELINE

- 2016–now • **Lead Systems Engineer · Platform & DevOps · Agentic AI**
Visa Worldwide · Singapore
- 2014–16 • **Solution Architect**
CloudFX · Singapore
- 2013–14 • **Automation Architect**
UBS · Singapore
- 2010–13 • **Cloud Automation Consultant · 3 roles**
BMC Software · Pune, India
- 2007–10 • **Software Engineer**
L&T InfoTech · Pune, India

CERTIFICATIONS

CKA — Certified Kubernetes Administrator · CNCF · 2020

GitOps Certified for Argo · Codefresh · 2022

BMC Atrium Orchestrator Expert · BMC Certified Professional (CLM)

VMware VCP · ITIL v3 · MCTS SQL Server 2005 · MCTS Web Development 2.0

DIGITAL PRESENCE

baladengale.com

Portfolio · blog · project deep-dives

github.com/baladengale

Code & open-source experiments

linkedin.com/in/baladengale

Professional network

EXPERIENCE — CONTINUED

Solution Architect

CloudFX · Singapore · Apr 2014 – Jun 2016

- Solution Architect for **Orchestration Management & Automation (OMA)** and CloudSelect cloud service brokerage — owned customer workshops, design, architecture, deployment and implementation across APAC.
- Delivered pre-sales demos and deep-dives; contributed to proposals, RFPs and RFIs for banks, telcos and ISPs across **South East Asia** and the Middle East.
- Integrated public and private clouds (AWS, Azure, SoftLayer, BMC CLM) with ITSM and enterprise toolchains; managed engagements from workshop through UAT and shaped product roadmap.

Automation Architect

UBS · Singapore · Dec 2013 – May 2014

- Architected the BMC BAO solution for the ESTA group and designed tool deployment across datacenters for high availability and disaster recovery.
- Developed access-management (WebSSO) and enterprise integration processes; built BAO operating models, development best practices and enablement.

Cloud Automation Consultant — 3 progressive roles

BMC Software · Pune, India · Jul 2010 – Dec 2013

- **Cloud Consultant (2012–13)**: Implemented BMC products end-to-end at Juniper, BNYM, Telstra and VISA; led DBaaS on CLM + BDA for BNYM, cutting DB provisioning from 1 month to 2 hours.
- **Senior Associate Consultant (2011–12)**: BAO/CLM projects for Mobily, KPN, WideXS and 2e2; owned BAO end-to-end and integrated ServiceNow, TSM and VMware.
- **Associate Consultant (2010–11)**: Datacenter automation with BAO and ITIL across APAC and Europe; built Telefonica's virtual-datacenter automation and custom VLISM IPAM solution.

Software Engineer

L&T InfoTech · Pune, India · Nov 2007 – Jul 2010

- Microsoft-stack developer for insurance applications (C#.NET 2.0–3.5, SQL Server 2005); built a Lead Management System on .NET 3.0.

GLOBAL ENGAGEMENTS

Visa · Platform Engineering

Consolidated agentic AI, Kubernetes, config management and automation at enterprise scale

CloudFX · South East Asia

CloudSelect cloud brokerage pre-sales for banks, telcos and ISPs across SEA

Telefonica · Madrid

Virtual datacenter automation — Cisco N7K / N1K / ASA / ACE, custom VLISM IPAM

Juniper Cloud

CLM 3.1 rollout with Infoblox DNS integration and estate enrollment

Telstra · Melbourne

ISAP integration exposing CLM customizations through BAO APIs

Mobily · KPN · 2e2

Private cloud implementations with ITSM change-management integration

Synergy Cloud · SG / MY

Cisco VMDC 2.3 automation via CLM & BNA, workshop to operations handover

SAP · Pune

Pre-CLM custom cloud automation with BAO provisioning and management flows