Ravindu Dolawatta

BSc in IT (1st Class) | AWS SAA | CCNA

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Currently employed DevOps Engineer at LSEG, with strong professional experience in Observability and DevOps-SRE.

Education

- BSc (Hons.) in Information Technology specialized in Computer Systems and Network Engineering, **3.75 GPA**, **1ˢᵗ Class Honors**, **Merit Award**, **Dean's List**, Sri Lanka Institute of Information Technology (SLIIT), Malabe, 2024
- **AWS Solutions Architect Associate** (SAA) - Expires 28 Apr 2027
- **Cisco Certified Network Associate** (CCNA) - Expires 20 Oct 2027
- G.C.E Advanced Level (Other Stream 2018) - ICT (A Pass), Physics (C Pass), Com. Math. (S Pass), (Bio-Stream 2019) – Biology, Chemistry, Physics (3S Passes), D. S. Senanayake College, Colombo 7
- G.C.E Ordinary Level (2015) (7As 2Bs) - A Passes [Math, ICT, English, Buddhism, Sinhala, History, Business & Accounting Studies], B Passes [Science, English Literature], (2016 - Second Language Tamil - S Pass), York International School, Sapugaskanda.

Experience

Engineer – DevOps-SRE, Cross-Functional DevOps Team, LCH, LSEG (2024 Q4-Present)

- Automated observability operations by developing **Bash/Python scripts** to replicate **Datadog monitors and dashboards** across PROD, UAT and DEV saving hundreds of hours of manual effort.
- Aided in **Calypso Cloud Migration**, delivering rapid monitoring fixes and post-Go-Live cross-environment monitoring stabilization.
- Designed **RDS log forwarding via Datadog Custom Agent Checks** Enhancement, as an alternative to unreliable Lambda Log Forwarder.
- Contributed to ongoing efforts on **LCH SwapClear Cloud Migration** by implementing cloud native file storage and vault management solutions, and other DevOps deliverables using **Terraform, Ansible, and GitLab CI/CD**; documented all changes on review calls and wiki pages.
- **Led Team PreDDict** in the **LSEG Hackathon 2025** — innovated a Predictive Incident Analysis Solution using **Datadog Webhooks, Snowflake ML, and AWS Lambda**; ranked **Top 18 of 87 teams globally**.
- Delivered **beyond-work initiatives** - contributing to develop a mock **EKS System/Template** with **Terraform and Datadog OaC (Observability as Code)**, presented to SLASSCOM-affiliated university lecturers.
- Served as **Observability SME**, mentoring peers on advanced monitoring issues, managing Datadog task allocations, and building team visibility JIRA dashboards.

Associate Engineer – Application Management, FLR (Front Line Risk) Team, LCH, LSEG (2023 Q3–2024 Q3)

- Onboarded to **FLR**, a critical LCH domain, that involves **equity** and **bond** markets, internal/external market data sources and standardized communication mechanisms/APIs and is open during stock-market hours.
- Joined to reinforce a low-headcount team and rapidly mastered the domain and its SRE tools: **Datadog, ServiceNow, BigPanda, Control-M, AWS,** and **BeyondTrust**.
- Built a **ServiceNow Dashboard** (incidents, changes, CMDB details) and a shared **Cancelled Incident Categorization** Excel Workbook, automating manual ITSM tasks and increasing efficiency.
- Ensured smooth **ServiceNow Greenfield Migration**, migrating team dashboards and custom forms without data loss.
- Supported **AIOps migration from Moogsoft to BigPanda**, validating thousands of incidents across both platforms using ServiceNow dashboards and Excel.
- Implemented **Datadog monitors and dashboards** (on-prem + cloud) and **PowerShell scripts** for Azure AD account audits.
- Led and contributed to **beyond-work initiatives** – organized an **AWS Architecture Diagram Competition**; hosted sessions on **Datadog automation with Terraform** and **RDS deployment on AWS**; and presented to guest university students on LSEG engineering careers.

Associate Engineer / Promoted Intern – Application Management, Portal Team, LCH, LSEG (2022 Q3–2023 Q3)

- **LCH Portal** – the frontend gateway for all global market services such as equities, bonds, collateral and others, offered by **LCH PostTrade**, part of **LSEG**, supporting high-volume financial reporting via secure APIs and data exchange channels running 24/7 across external PROD and UAT environments.
- Performed **L2 Client Support** and **SRE** activities — incident triage, issue analysis and resolution, workflow monitoring, and PROD/UAT change support.
- Gained hands-on experience in **Datadog Observability**, **ServiceNow (SNOW) ITSM / ITIL 4.0** incident and change processes, **RHEL/Linux**, and **AWS Cloud ecosystem, CI/CD Tools such as Bitbucket, Nexus** and **Jenkins**; completed *Datadog 101 – SRE Certificate* and other mandated internal IT/Financial courses.
- Composed **presentations**, **documentation**, and **Confluence wiki pages**, praised for their clarity and quality.
- Trained to independently handle SF1 (05:30–14:30), SF3 (21:30–06:30), and General (13:30–22:30) shifts with minimal supervision.
- Independently built a **ServiceNow Dashboard** covering ITSM items such as Incidents, Changes, and User Requests - greatly improving visibility and eliminating manual queries for the team.
- Designed workflow and tracking improvements using **Excel/VBA**, reducing BAU effort.
- Trained and mentored three new joiners, facilitating fast onboarding to the team and BAU tasks.

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Primary Residence:
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New Kandy Rd,
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DOB: 1999-04-17

Skills

Compering
Presentation
Design

Interests

Chess
Stamp / Coin
Collection
Swimming
Anime/Donghua
League of Legends

Referees

Mr. Isuru Samarasinha,
BSc in iT (SLIIT, Malabe),
Consultant -
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