

RAJ BONIGALA

Technology Solutions & Delivery

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PROFESSIONAL SUMMARY

Senior software engineer and technical lead with 20+ years in enterprise software delivery, including 5+ years building AWS-native cloud platforms and production AI/computer-vision systems for field-assurance automation across Telco, Utilities, Transport and Defense programs. Hands-on across Amazon Bedrock, Claude API, AWS Rekognition, and serverless-first architecture, with a track record of cutting processing time, reducing manual effort, and lowering platform storage costs. Equally comfortable owning solution design and code personally or leading a team through it — trusted by CIOs, product owners, and architects to align technical delivery with business priorities.

TECHNICAL SKILLS

AI & Computer Vision	Amazon Bedrock, Claude API, AWS Rekognition, Computer Vision Workflows, OCR & Text Extraction, Vector Search (pgvector), Prompt Engineering, Production AI Integration
AI Development Tooling	GitHub Copilot, Claude Code, Issue-Driven Development, Spec-Driven Development
Cloud & Serverless	AWS (Lambda, API Gateway, EventBridge, SQS, SNS, Batch, ECS, EC2, S3, DynamoDB, Aurora, Athena, CloudFormation), Microsoft Azure
Languages	Node.js / TypeScript, Python (FastAPI), C# / .NET Core, SQL
Frontend	React, JavaScript, HTML5, CSS
Data	PostgreSQL + pgvector, DynamoDB, Aurora, Redis, SQL Server, Oracle
Architecture & Practices	Event-Driven Systems, Microservices, Serverless Integration Patterns, Secure API Design, Secure SDLC (Shift-Left), CI/CD, Observability
Leadership & Delivery	Technical Leadership, Team Building & Mentoring, Engineering Management, Stakeholder Management, Agile Delivery, Hiring
Tooling	Git, GitHub Actions, Jenkins, Octopus, PowerShell, Elastic Search / Kibana, Jira

PROFESSIONAL EXPERIENCE

Service Stream — Melbourne, VIC Jan 2021 – Present

Role progression: Senior Developer (Jan 2021) → Technical Lead (Sep 2023) → Software Engineering Manager (Sep 2025 – Present)

Software Engineering Manager Sep 2025 – Present

Lead a 6-engineer squad delivering AI/computer-vision automation, AWS serverless platforms, and integration APIs across Telco, Utilities, Transport and Defense programs. Report to GM IT Operations; own the delivery roadmap, technical standards, hiring, and stakeholder alignment.

- Defined team standards for AI-assisted development, prompt hygiene, code review, and quality gates; introduced issue-driven Copilot workflows with structured manual review to accelerate delivery without compromising security or compliance
- Built a billing dashboard end-to-end using React and Python/FastAPI on AWS Lambda, staying hands-on with the team's AI-assisted delivery model in a production reporting use case
- Set reusable architecture patterns for AWS serverless and AI workloads adopted across programs; own production reliability and incident-response practices as the team scales
- Doubled team capacity from 3 to 6 engineers, shaping the seniority mix and hiring plan
- Partner with CIO, business heads, product, and architecture functions to translate program priorities into engineering roadmaps and measurable outcomes

Technical Lead Sep 2023 – Sep 2025

Led engineers through end-to-end delivery of AI-enabled automation and serverless platforms (discovery → solution design → build → rollout → support), driving measurable cost, storage, and quality outcomes across multiple client programs.

- Field work-order photo validation:** designed and shipped a computer-vision solution validating field technicians' work-order completion via prompt engineering on the Amazon Bedrock Claude API, processing 1M+ images/month at ~800 work orders/hour and reducing manual verification effort
- Meter-reading validation:** built automated reconciliation between meter readings and submitted images using a trained AWS Rekognition model and the Bedrock Claude API, improving accuracy and exception handling
- Road-corridor inspection:** implemented inspection-video analysis to identify potholes and road defects, orchestrating AWS Batch jobs with on-demand compute sizing to optimise cost and processing time
- Duplicate image detection:** built a fully AWS serverless solution to identify duplicate field-submitted images from the previous six months, storing image perceptual hashes in PostgreSQL with pgvector and comparing similarity to reduce reviewer noise and downstream review effort
- Platform archival:** designed an AWS serverless pipeline to migrate artifacts to S3 and purge them from source, reducing platform footprint from ~18TB to under 10TB
- Work order creation acceleration:** re-architected the end-to-end work order creation process, cutting runtime from 5+ hours to under 30 minutes (>10x throughput improvement)

- Replaced an overnight batch process with a serverless AWS pipeline for artifact downloads, cutting runtime from overnight to on-demand and unlocking same-day downstream processing
- Standardised secure, scalable AWS API Gateway implementations across serverless and microservice workloads for multiple client programs

Senior Developer

Jan 2021 – Sep 2023

- Delivered business-requested features on work order management platforms supporting field operations across Telco and Utilities programs
- Built AWS serverless workloads using Lambda, API Gateway, S3, DynamoDB, and EventBridge for enterprise Telco and Utilities clients

DWS Consulting — Melbourne, VIC

Sep 2015 – Jan 2021

National Australia Bank — Senior Analyst Programmer

Nov 2017 – Jan 2021

Large-scale legacy-modernisation program migrating enterprise applications onto modern infrastructure.

- Assessed application assets for target-platform feasibility and delivered the code, configuration, and architectural changes required to run on the new infrastructure
- Designed and built a serverless document-distribution platform for secure customer document delivery, orchestrating AWS Lambdas subscribed to Kafka events
- Migrated legacy applications from Windows Server 2003 to Azure, including associated Oracle database upgrades
- Partnered with solution architects on design and coordinated delivery across cross-functional teams, reporting progress to senior stakeholders

Crown Resorts — Technical Lead

Jul 2017 – Oct 2017

- Led technical direction upgrading existing systems ahead of the racing season traffic surge, integrating RabbitMQ to process each transaction and improve reliability under peak load
- Rewrote key applications in .NET Core and developed a performance test suite to validate readiness ahead of go-live
- Investigated and implemented CI/CD strategies for the team; supported build, packaging, and deployment

AusNet Services — Consultant Developer

May 2017 – Jun 2017

- Automated the solar-connection application process for AusNet's residential customers; gathered requirements with the Product Owner and delivered the customer-facing portal to cloud

Crown Resorts — Software Developer

Sep 2015 – May 2017

- Extended the Table Management application, tracking live table/game status, outcomes, and bets in real time
- Optimized application performance by investigating and tuning SQL queries, improving system responsiveness
- Contributed as an individual contributor within the gaming operations technology team

Infosys Limited — India / Onsite

Oct 2007 – Sep 2015

QReuse — Technical Lead

Oct 2007 – Oct 2012

- Developed a visualization framework for store assortment on WPF, alongside reusable components across ASP.NET, Classic ASP, VB.NET, C#, and WCF
- Built fully tested, plug-and-play reusable components that reduced implementation time across projects adopting the framework
- Progressed from individual contributor to lead; mentored 3 junior engineers through onboarding, code reviews, and design reviews

Telstra Connect — Technical Lead

Oct 2012 – Jun 2013

- Led a team of 4 delivering a mobile-ready ASP.NET MVC work order management application for field technicians, integrating with WCF services
- Gathered requirements directly from the onsite team in Australia while based in India, then owned solution design and either built it personally or directed the team to deliver it
- Acted as the primary technical point of contact bridging the offshore delivery team and onsite Australian stakeholders

MLC (NAB Wealth Management Partner) — Senior Analyst Programmer

Jun 2013 – Jul 2015

- Worked within a 6–7 person team as an individual contributor, partnering with Business Analysts to deliver enhancements to MLC's in-house Client Request Management tool
- Delivered BAU support and incident troubleshooting, and uplifted legacy VB6 components to modern .NET technology as part of ongoing platform modernisation
- Generated SQL reports and managed deployments to support business and operational reporting needs

Westpac (Infosys Consultant) — Senior Software Developer

Jul 2015 – Sep 2015

- Contributed to planning the migration strategy from legacy source control to Git

ValueLabs — Hyderabad, India

May 2005 – Sep 2007

- Built and unit-tested website features for Astro and Ki Gallery, including configurable image-display functionality
- Developed and unit-tested features for the winelegend.com web portal

EDUCATION

Master's Degree in Computer Applications — Osmania University, 2005

Bachelor's Degree in Computer Applications — Osmania University, 2002