

Damien Ridereau

SRE / DevOps | Kubernetes | Cloud

18 years' experience, including
5 years as DevOps / SRE, 6 years as a Tech Lead, 6 years as a developer

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SRE / DevOps engineer with over 18 years of experience in information systems, currently Senior SRE at Rakuten (Tokyo) on the loyalty platform, which runs on Rakuten's private cloud and on Google Cloud. A strong background as a developer and Tech Lead complements expertise in cloud infrastructure, Kubernetes and production operations. Proficient in Kubernetes, ArgoCD, Terraform, Pulumi, Microsoft Azure and Google Cloud (CKA and Terraform Associate certified), with proven adaptability across diverse technical, organizational and international environments. Committed to reliability, reducing toil, improving processes and supporting seamless cloud migrations.

PROFESSIONAL EXPERIENCE SUMMARY

Date	Company	Position
Since 2026	**Rakuten** *(Major Japanese technology conglomerate and e-commerce leader)*	▪ Senior Site Reliability Engineer
2026	**Groupe Atlantic** *(French thermal comfort manufacturer)*	▪ DevOps Consultant (freelance)
2023 - 2025	**MAIF** *(French mutual insurance company)*	▪ DevOps Engineer (freelance)
2016 - 2023	**U TECH** *(IT department of a French retail chain)*	▪ DevOps Engineer ▪ Full Stack Tech Lead ▪ Senior Designer
2012 - 2016	**Infotel** *(IT services company)*	▪ Java / Java EE Software Engineer ▪ Java / Java EE Tech Lead ▪ Technical Project Manager
2008 - 2012	**Atos** *(IT services company)*	▪ Java / Java EE Software Engineer

TECHNICAL SKILLS

PLAN

- Agile (Scrum & Kanban), Jira, MS Project

DEVELOP

- **Languages:** Java/Jakarta EE, TypeScript / Node.js, JavaScript, Groovy, Shell/UNIX, SQL
- **Databases:** Oracle, PostgreSQL, MySQL, DB2, SQL Server
- **Backend frameworks:** Spring Boot, Spring Core, Spring MVC, Spring Security, Hibernate
- **Frontend frameworks:** Vue.js/Vuex, Vuetify, AngularJS
- **IDEs:** IntelliJ IDEA, Visual Studio Code
- **Version control:** Git, Subversion
- Microservices architecture, REST/HAL APIs

BUILD

- Maven, npm, Jenkins, Artifactory, Docker

RELEASE & DEPLOY

- **CI/CD pipelines:** Jenkins, ArgoCD (GitOps)
- **Configuration management:** Ansible / AWX
- Artifactory

OPERATE

- **Infrastructure as Code:** Pulumi, Terraform
- **Cloud platforms:** Microsoft Azure, Google Cloud Platform
- **Container orchestration:** Kubernetes, Rancher
- **Operating systems:** Linux/UNIX, macOS, Windows

MONITOR

- Grafana
- Prometheus / Alert Manager
- Azure Kusto Query Language
- PagerDuty (on-call)

TEST

- **Backend testing:** JUnit, JMockit, JMock, DBUnit
- **Frontend testing:** Jest
- **End-to-end testing:** Selenium, Cypress
- **Code quality:** SonarQube, XRay

SECURITY

- Secrets management
- Azure Key Vault
- Shared Access Signature (SAS) tokens for Azure Storage containers

HIGHLIGHTS

- 5 years of DevOps / SRE experience
- 12 years of Java development experience, including 5 years of Full Stack development
- Tech Lead on several projects (teams of up to 6 people)

EDUCATION AND CERTIFICATIONS

October 2026	**HashiCorp Certified: Terraform Associate (004)**
September 2025	**CKA: Certified Kubernetes Administrator**
June 2023	Infrastructure as Code with Pulumi
November 2022	Infrastructure as Code with Terraform
February 2022	Architecting with Google Kubernetes Engine
January 2022	Kubernetes: core architecture and first deployment Container orchestration with Kubernetes Kubernetes deployment fundamentals
June 2018	Vue.js framework
2017	IBM i and RPG environment
2014	Software development team management
2013	MongoDB M101J certification
2013	Spring 3 framework
2003 - 2008	**Master's degree in Engineering (Diplôme d'ingénieur), ESEO** *(École supérieure d'électronique de l'Ouest, Angers, France)*

EXPERIENCE AND ACHIEVEMENTS

Rakuten | Tokyo | 5 months | **Since 06/2026**

Major Japanese technology conglomerate (e-commerce, fintech, mobile). Revenue: 2.5 trillion yen in 2025

Senior Site Reliability Engineer

Incentive Platform Department – Coupon & Point Platforms SRE (since 06/2026)

Joined Rakuten's Incentive Platform SRE team in June 2026. First assigned to the Coupon platform during its migration to Google Cloud, then to the Point platform, which runs on Kubernetes across Rakuten's private cloud and Google Cloud behind Azure Front Door: production releases, on-call and infrastructure evolutions.

- **Proofs of concept:** Deployed a Memorystore POC (Terraform) and a self-managed Valkey cluster (Ansible), and added an Ansible playbook to check the Valkey cluster health
- **Self-healing Valkey cluster on GCP:** Proposed and designed a new architecture for the Coupon platform Valkey cluster, based on stateful regional MIGs and Packer golden images with automatic reconciliation when a node fails, replacing manual node management through Ansible playbooks; presented the design to the team

- **Production operations:** Weekly production releases (rehearsal, ArgoCD and Argo Rollouts deployments, Jenkins jobs, post-release monitoring), including releases coordinated with other platform teams; staging then production on-call (PagerDuty) and production incident investigations (database replication, cache latency during peak traffic)
- **Reliability improvements:**
  - Fixed log rotation on Ubuntu servers with Ansible, using a backup / rollback / commit mechanism to secure the operation
  - Rolled out Istio native sidecars in production to fix startup and shutdown ordering during rolling restarts, and extended the release runbook (log checks, workload restart script)
  - Proposed a Jenkins pipeline safeguard validating TiCDC changefeed operations before execution
- **New environment on GCP:** Designing a new staging environment hosted on an existing GKE Autopilot cluster (ArgoCD ApplicationSets, Kafka, Azure Front Door, cost estimate, architecture diagram)
- **Certificate management:** Scripted TLS certificate issuance through the DigiCert API and wrote renewal procedures for Kubernetes clusters on GKE and on Rakuten's private cloud (Google Secret Manager, HashiCorp Vault, ArgoCD), as a first step toward automation ahead of shorter certificate lifetimes
- **Access control:** Designed an LDAP to Grafana team synchronization (Helm chart, Kubernetes CronJob, ArgoCD, Vault) to enforce least-privilege access to dashboards
- **Knowledge sharing:** Presented the Valkey cluster design and a recap of OpenAI conferences to the team; wrote release runbooks and operational documentation

Tools and methodologies: *Agile*

> **Technical environment:** *Rakuten private cloud, Google Cloud (GKE Autopilot, Compute Engine MIGs, Memorystore, Cloud Monitoring), Microsoft Azure (Front Door), Kubernetes, Istio, ArgoCD / Argo Rollouts, Helm, Terraform, Packer, Ansible, Jenkins, GitHub Actions, Valkey / Redis, TiDB / TiCDC, Kafka, Cassandra, etcd, HashiCorp Vault, Grafana, Prometheus, OpenSearch, PagerDuty*

Groupe Atlantic — La Roche-sur-Yon — 4 months — 02/2026 - 05/2026

French manufacturer of thermal comfort solutions (heating, hot water, ventilation). Employees: 11,000. Revenue: nearly 3 billion euros

DevOps Consultant (freelance)

Digital Department – Containerization and Kubernetes readiness mission (02/2026 - 05/2026)

Mandated by the security team to assess and prepare the Digital Department's .NET applications for containerization and future deployment on Kubernetes, across five product lines.

- **Kubernetes readiness assessment:** Analyzed 13 applications against 12-Factor App principles and identified six recurring blockers:
  - In-memory cache, sessions and background queues
  - File-based logging, missing health checks and no SIGTERM handling
  - Environment-embedded configuration and HTTPS redirection conflicting with the Ingress
- **Containerization:** Containerized 12 of 13 applications (multi-stage, non-root images) and deployed them on Azure App Service in container mode, each with an Azure DevOps CI/CD pipeline (Snyk scanning, Azure Container Registry) and a Web App creation script
- **Remediation roadmap:** Recommended a target stack for multi-instance deployments: Redis distributed cache, Azure Queue Storage / Service Bus, Polly for HTTP resilience, Azure Key Vault with Workload Identity
- **Training:** Designed and delivered a hands-on Docker initiation workshop for developers (multi-stage builds, build arguments, secrets, non-root, troubleshooting) and wrote a guide on securing Dockerfiles and pods
- **Knowledge sharing:** Ran lessons-learned sessions (RETEX) for developers and managers, wrote per-application summaries, an end-of-mission synthesis deck and a handover of open items

Tools and methodologies: *Weekly reports*

> **Technical environment:** *.NET / ASP.NET Core, Docker, Azure DevOps pipelines, Azure Container Registry, Azure App Service, Azure Key Vault, Entra ID / Managed Identity, Azure SQL, Snyk, Kubernetes*

MAIF	Niort	2.5 years +	05/2023 - 12/2025

Mutual insurance company. Employees: 8,000, including 1,300 in IT. Revenue: 4.7 billion euros in 2023

DevOps Engineer (freelance)

Digital Factory, Technical Team and Selfcare Digital XP squad – DevOps Engineer (05/2023 - 12/2025)

Joined MAIF's Digital Factory in May 2023 to complete the migration of application portfolios to Azure and support the platform's evolution. From January 2024, owned the Azure infrastructure of the squad dedicated to the selfcare digital experience.

- **Azure migration:** Migrated 20 environments, automated processes and wrote 20+ procedures
- **Security:** Moved central configuration secrets to Azure Key Vault and set up SAS tokens to secure access to Azure Storage containers
- Pulumi improvements:
  - Migrated to Pulumi Azure Native v2
  - Fixed drift and refactored the code for multi-environment support
  - Replaced system-assigned identities with user-assigned managed identities to reduce the number of role assignments
  - Secured access to object storage
- **Tooling:** Built a Node.js CLI for secrets management and migrated resources from GitLab to Azure
- **Collaboration:** Ran a workshop for 4 team members and handled knowledge transfer
- Monitoring and alerting:
  - Set up Azure alerts for Cosmos DB using Kusto Query Language
  - Created Grafana panels to track errors on specific URLs
  - Added a Grafana dashboard to monitor Azure Event Hubs
  - Configured Prometheus alerts on microservice error rate thresholds
- **Test environments:** Added dedicated cloud environments for non-regression testing
- **Documentation:** Wrote guides on secrets management, deployments and Prometheus alerts
  - Vaultwarden team management
  - Secrets management procedure
  - Azure group management
  - Prometheus alert notifications in Microsoft Teams
  - Deployment process
  - Secret naming convention

Tools and methodologies: *Agile*

> **Technical environment:** *Microsoft Azure, TypeScript/Pulumi, Jenkins pipelines, Shell scripts, TypeScript/Node.js, Grafana, Prometheus*

U TECH	Nantes	6.5 years	10/2016 - 04/2023

IT department of a French retail chain. Employees (entity): 460. Group revenue: 23 billion euros in 2023

DevOps Engineer

Kubris – Kubernetes Team (Nantes, 1.5 years)

Contributed to the development and maintenance of a hybrid Kubernetes platform: driving evolutions, resolving incidents and training users on new features.

- **Technical expertise:** Built up skills on Kubernetes, Google Cloud Platform, Ansible, Terraform and Rancher
- **Platform management:** Ran the platform in operational condition, delivered evolutions and resolved incidents raised by Nagios, Prometheus and remote monitoring
- Development contributions:
  - Developed technical scripts and supported U-IRIS developers facing difficulties with the platform
  - Developed a webhook forwarding Prometheus alerts to the Google Chat monitoring channel
- **Community management:** Ran the Cloud IRIS community newsletter (100+ readers) and wrote articles on knowledge management

Tools and methodologies: *Agile*

> **Technical environment:** *Kubernetes, Google Cloud Platform, Ansible, Terraform, Rancher, AWX, Prometheus / Alertmanager, Jenkins, Artifactory, Git, Shell / UNIX scripts, Red Hat*

Full Stack Tech Lead

Software Engineering Team – Technical expert and advisor (Nantes, 3 years)

Designed technical solutions and systems, mentored teams, improved the platform's internal libraries, and provided training and support across the IT department.

- **Technical leadership:** Designed project starter architectures, developed application foundations and improved the company's platform frameworks
- Deliverable quality improvements:
  - **Unit test coverage:** at least 70% on the business layer (usually 10% to 20%)
  - **Sonar quality:** grade B minimum (usually D/E)
  - **XRay security:** no critical vulnerabilities (usually several critical vulnerabilities in production)
  - **Smoke tests:** systematic (usually optional)
  - **U TECH foundations:** latest versions (usually one or two major versions behind)
- **Training and mentoring:** Onboarded newcomers, shared knowledge and mentored colleagues to strengthen their skills
- **Development guidelines:** Defined with developers a set of guidelines approved by the steering committee and supported their adoption, to improve project and code quality

Tools and methodologies: *Agile*

> **Technical environment:** *Java, Spring, Vue.js / Vuex, Vuetify, Node.js, JavaScript, PostgreSQL, JUnit, Cypress, Jest, CSS, Jenkins, Artifactory, Git*

GESCOM Team – Sales management software (Nantes, 1 year)

Responsible for the operation and reliability of 100+ sales management applications supporting critical business processes (orders, supplier contracts, product management) in a high-load environment.

- **Analysis and solutions:** Functional and technical analysis of user-reported issues and delivery of suitable fixes to improve application efficiency
- **Application optimization:** Proposed and implemented improvements to optimize performance and meet evolving needs
- **Contractor management:** Supervised and monitored contractors to ensure alignment with the project and operational excellence
- **Technical documentation:** Wrote clear and comprehensive technical documentation to ease maintenance and knowledge transfer
- **Team development:** Supervised and trained newcomers to speed up their onboarding and improve team productivity

Tools and methodologies: *Application support and corrective / evolutive maintenance*

> **Technical environment:** *Java, Spring, Google Web Toolkit, DB2, IBM i, Oracle, JUnit, Jenkins, Artifactory, Subversion*

Senior Designer

Courses U – Local products backend evolution (Nantes, 15 months)

Redesigned the local products backend for Courses U and managed the planning of the stock management project for 1,600 “Système U” supermarkets.

- Designed and monitored an integrated system impacting 500+ processes, based on customer requirements
- Supervised the service center's developments to ensure deadlines and quality standards were met
- Led quality assurance: user acceptance testing, ticket resolution and escalations
- Created training materials and documentation to ease adoption by the teams
- Planned and managed the rollout of a stock management application, in line with operational constraints
- Gathered requirements, defined the project lifecycle and coordinated user acceptance testing and feedback integration
- Point of reference for application processes, documentation and knowledge transfer to trainers
- Followed up pilot phase feedback and handled escalated tickets as part of continuous improvement

Tools and methodologies: *V-model*

> **Technical environment:** *Java, Google Web Toolkit, Spring, DB2, SQL Server, JUnit, Jenkins, Artifactory, Subversion*

Infotel	Paris/The Hague	4 years +	**05/2012 - 09/2016**

IT services company. Employees: 3,200. Revenue: 307.5 million euros in 2023

Java / Java EE Technical Project Manager

Refii/BCT project for the EPO (Paris, 20 months)

The European Patent Office (EPO) holds the world's largest patent database and operates in a highly regulated technical and functional environment. Managed agile projects and cross-functional planning to ensure compliance and deliverables in this regulated environment.

- Project management:
  - Workload estimation, planning and project tracking
  - Accurate progress reporting and escalation of issues and risks
  - Applied agile practices: continuous delivery, test-driven development (TDD) and pair programming
  - Cross-functional coordination of client requests, operational changes and implementations
- Team leadership:
  - Designed with the project team (4 people) solutions meeting the client's needs
  - Trained new team members on development best practices and client relations
  - Created training materials and technical documentation
  - Complied with EPO standards for a compliant, high-quality working environment
- Design and technical leadership:
  - Designed and led the development of a REST/HAL microservices application
  - Delivered high-quality, tested and reviewed artifacts integrated into automated CI/CD pipelines

Tools and methodologies: *MS Project, Prince2, Agile*

Technical environment: *AngularJS, Java EE, Spring, Spring Boot, Hibernate, MS SQL Server, MongoDB, JBoss, JUnit, Jenkins, Subversion*

Java / Java EE Tech Lead

Legal Status System for the EPO (Paris, 6 months)

Led the implementation of the “Legal Status System” project: migration and evolution of software applications.

- Technical leadership:
  - Led requirements analysis and defined functional requirements with the client
  - Advised on technology choices and prioritized developments according to client needs
  - Workload estimation and preliminary cost analysis
  - Tracked progress with the project delivery team
- Set up an automated testing system

Tools and methodologies: *Agile*

Technical environment: *Java, Spring, REST/Jersey, Groovy/Grails, JavaScript/jQuery, Maven, Jetty, JBoss, DB2, SQLJ, JUnit, Jenkins, Subversion*

CiteNPL for the EPO (The Hague, 14 months)

Delivered “CiteNPL”, a Java EE web application for scientific data referencing and bibliographic integration into EPO databases

- Technical leadership:
  - Guided the client in defining requirements and developed the interface with the GROBID application (see below)
  - Managed bug escalations and ensured timely resolution
  - Technical coaching, developer support and code reviews
  - Defined and enforced development best practices: coding standards, testing and operations
- Set up an automated testing system

Tools and methodologies: *Agile*

Technical environment: *Java, Data Flow Platform, Spring, REST, Groovy/GSP, JavaScript, Selenium, JUnit, Jenkins, Subversion*

Java / Java EE Developer

GROBID for the EPO (The Hague, 5 months)

Industrialized and put into production the “GROBID” project (data extraction based on a machine learning algorithm), required for the “CiteNPL” project.

- Production rollout:
  - Gathered client requirements

  - Identified and fixed critical bugs
  - Applied EPO production standards and protocols
  - Deployed new releases and ensured production stability
  - Discussed best practices and scalability and reusability concerns with management
- Analyzed, designed, developed, tested and documented newly requested features

Technical environment: *Java, REST/Jersey, Maven, Jetty, JBoss, JNI, JUnit, Jenkins, Subversion*

DOCAREA for the EPO (Paris, 2 months)

Patent data transmissions are one of the EPO's main revenue sources. Joined the DOCAREA team to learn the client's context and evolve the data exchange format specifications.

- Ramp-up on the EPO project environment:
  - Ran unit tests and analyzed results
  - Took part in agile ceremonies
  - Completed a training project with the Grails framework (Groovy)
- Contributed to the evolution of the XSD schema

Technical environment: *Groovy/Grails, XSD, XML, JUnit*

Atos | Rennes/Nantes/Orléans/Ct-Ferrand | 4 years + | 02/2008 - 04/2012

Design, development and testing assignments on several projects, and maintenance in operational condition of production systems.

Java / Java EE Developer

Alliance / Cosidem for SNCF (Nantes, 5 months)

SNCF is the French national railway company. Contributed to redesigning and rebuilding the train path request application.

- Development:
  - Application maintenance and debugging
  - Unit testing and documentation of web applications and code
  - Took part in agile ceremonies

Technical environment: *Java, WebLogic, Oracle, JavaScript, Hibernate/HQL, Spring Core, Spring MVC, Spring Security, Java Web Start, XML, JUnit*

Bulk Order Processor for KPN (Dutch telecom operator, Rennes, 3 months)

Contributed to building a web application sending bulk orders to KPN subsystems.

- Carried out a detailed technical feasibility study
- Wrote detailed UML design documents (use case, class, sequence and state diagrams)
- Developed unit tests
- Created and updated project documentation

Technical environment: *Java, Tomcat, MySQL, Struts, JavaScript, HTML, XML, Hibernate/HQL, JUnit, Jenkins, Subversion*

Alliance / Escale for SNCF (Rennes, 14 months)

Maintenance and evolution of the in-station train management application.

- Gathered all technical specifications
- Thorough unit and integration testing in line with requirements

Technical environment: *Java, WebLogic, Oracle, JavaScript, HTML, Hibernate/HQL, Spring Core, Spring MVC, Spring Security, XML, Java Web Start, JUnit, Jenkins, Subversion*

Billing publishing chain for SFR (Rennes, 15 months)

Worked across the full design and maintenance lifecycle of SFR's CRM (customer relationship management) and invoice publishing.

- Publishing chain project (invoice publishing):
  - Development, support and maintenance
  - Production deployment
- SaFiR project (CRM):
  - Developed and tested business components (Java EE), interfaces and scripts
  - Contributed to writing and updating software documentation and production release specifications

Technical environment: *JBoss, Oracle, Java EE, JavaScript, HTML, UNIX scripts, Clarify*

Bulk Order Processor for KPN (Dutch telecom operator, Rennes, 2 months)

Contributed to building a web application sending bulk orders to KPN subsystems.

- Impact analysis of the technical evolution
- Detailed design and technical specifications
- Wrote and ran test cases based on the design

Technical environment: *Java, Tomcat, PostgreSQL, Struts, JavaScript, HTML, HQL, JUnit, Jenkins, Subversion*

Junior Java / Java EE Developer

BEE for Michelin (Clermont-Ferrand, 6 months)

Developed a data export in BEE, Michelin's spare parts stock management application.

- Communicated with and reported to technical leads
- Developed unit tests
- Analyzed and documented bugs, and developed fixes

Technical environment: *Java, WebSphere, Oracle, JavaScript, HTML, XML, JSF, JUnit, Jenkins, Subversion*

Ranvoie for La Poste (Orléans, 6 months)

Internship at Atos for the client La Poste.

- Contributed to building the postal address management information system
- Technical skills development
- Designed and proposed technical solutions

Technical environment: *Java, WebLogic, Oracle, JavaScript, HTML, Struts, Hibernate, JUnit, Jenkins, Subversion*

Technical University of Cluj — Romania — 3 months — 2007

Junior Java / Java EE Developer

Geographic information systems (Romania, 3 months)

Technical internship at the University of Cluj: study and design of a geographic information system enabling fast display updates and near real-time map processing for truck fleets.

- Technical study of the database
- Application testing and troubleshooting / debugging
- Wrote, updated and maintained application documentation and specifications

Technical environment: *Tomcat, PostgreSQL, Java EE, HTML*