Nishchal Kumar Garg

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Summary

Cloud Operations Engineer with 3.5 years of experience at **Zscaler**, specializing in **Cloud Monitoring**, **Automation**, and production deployments. Demonstrated expertise in incident analysis, root cause identification, and reliability enhancement. Proficient in **Python** and **Shell scripting**, integrating monitoring tools such as **Nagios** and **PagerDuty**, and developing **Ansible playbooks**. Worked on **Jenkins**, **Docker**, **Kubernetes**, and **AWS** to create scalable CI/CD pipelines and infrastructure.

Skills

- Languages: Python, Shell, C++, HTML, CSS
- DevOps tools: Git, Docker, Jenkins, Kubernetes, Ansible
- Monitoring & incident management: Nagios, PagerDuty, Wireshark
- Issue tracking: Jira
- Cloud: AWS
- Database & CS subjects: PostgreSQL, SQL, DS/Algo, OS, CN, OOPS

Experience

02/2020 - 08/2023
Cloud Operation Engineer, **Zscaler**, Mohali, India

- Wrote **monitoring scripts** in **Python** and **Shell**, integrated with **Nagios** and **Prometheus Alert manager**.
- Part of **24×7 on-call** rotations via **PagerDuty**; followed SOPs and resolved alerts to ensure continuous service availability.
- Resolved external support tickets, participated in blameless postmortems and root cause analysis (e.g., **analyzing PCAPs**, handling cloud service provisioning tickets).
- **Deployment** and Verification Engineer for weekend production rollouts, ensuring smooth delivery and validation of production changes.
- Developed Ansible playbooks to automate production deployment and verification tasks.

Education and Training

05/2020
B.Tech, Computer Science Engineering
Jaypee University of Information Technology, Solan

05/2015
Intermediate, PCM
PDDSVM , Vrindavan

Key Projects

- **AM Automation (Bravo Award Winner)**
  Automated end-to-end employee account lifecycle using **Python** and **REST APIs**.
  Integrated **Jira workflows** for approval and automated ticket updates.
- **Monitoring Infra for QA**
  Built a production-like **monitoring setup** for QA using **Nagios**, **PagerDuty**, and **Jira**.
  Integrated PostgreSQL-hosted server lists for **real-time alerting**.
- **Digi Suchna**
  https://digisuchna.com
  Educational platform that connects institutions and students for job and info access.
  Utilized VueJS, NodeJs for development and Firebase for database management.

Courses

- Introduction to Cloud Computing on AWS for Beginners [2025]
- Docker and Kubernetes: The Complete Guide
- Jenkins: Jobs, Pipelines, CI/ CD and DevOps for Beginners

Accomplishments

- Bravo Award for AM automation at Zscaler
- Imagine Cup Finalist for creating an academic services platform