

# 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, Prometheus, Grafana, 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 **24x7 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.
- Created and managed **Kubernetes pods** and deployments for scalable **microservice-based** applications.
- Designed and maintained **Jenkins pipelines** for automated build, test, and deployment workflows.
- Used **Git** for **version control** and implemented CI/CD pipelines to enable efficient and reliable code delivery, along with proper **branching strategy**.
- Worked with **AWS** services (**EC2, S3, IAM**, CloudWatch, etc.) for infrastructure provisioning, monitoring, and automation.
- Built and deployed **containerized applications** using **Docker**; managed Docker images and optimized container workflows.
- Collaborated with development teams to implement infrastructure as code, automate environments, and streamline operational processes.

## Education and Training

05/2020

**B.Tech**, Computer Science Engineering

**Jaypee University of Information Technology**, Solan

05/2015

**Intermediate**, PCM

**PDDSV**, Vrindavan

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## 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://digsuchna.com>  
Educational platform that connects institutions and students for job and info access.  
Utilized VueJS, NodeJs for development and Firebase for database management.

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## 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

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## Accomplishments

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