Gaurav Bhainsora

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LinkedIn | GitHub

Experience

Observability-1

CloudEQ On-Site | 07/24 – 01/25
- Integrated **ServiceNow** with **Datadog**, automating case workflows, reducing manual intervention by **30%**.
- Developed secure API for **ticket creation** in ServiceNow.
- Implemented **24-hour incident tracking**, improving response time by **25%**.

Autopark Project

CloudEQ On-Site | 01/24 – 07/24
- Led **DevOps** adoption for e-commerce, using **containerization**, **IaC**, and **Kubernetes**.
- Deployed **EKS** with **Terraform**, cutting setup time by **40%**.
- Automated **CI/CD** pipelines with **GitHub Actions** and **Argo CD**.
- Managed **AWS networking**, ensuring scalability and securing frontend with Route 53 DNS.

Education

BEng in Computer Science
Chitkara University | 2020 – 2024
CGPA: 9.63

Technical Skills

Category	Skills
Observability Tools	New Relic, Datadog
Cloud Platforms	AWS
Programming Languages	Python, Shell scripting
CI/CD Tools	GitHub Actions, Argo CD
Container Orchestration	Docker, Kubernetes
IaC	Terraform

Certifications

- **New Relic - Partner Practitioner**
- **New Relic - Advanced Partner Practitioner**