

ASHISH BISHT

Infrastructure Support Engineer

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SUMMARY

I am a DevOps-focused professional with over 2.7 years of experience in Infrastructure Support. I specialize in cloud technologies including AWS and Azure, automation, and performance optimization. My expertise encompasses CI/CD implementation, containerization using Docker and Kubernetes, and configuration management with Ansible. I thrive in agile environments, and I am passionate about mentoring peers while driving technical excellence

EXPERIENCE

Engineer

Nagarro Software Pvt. Ltd

10/2023 - 10/2024 Gurugram, Haryana

A software development and technology consulting company

- Created and maintained Azure server images, handling infrastructure requests to meet SLAs
- Implemented scripts for automating infrastructure management and monitoring via Zabbix
- Provided 2nd-level technical support to external clients and mentored and provided project KT to junior engineers
- Managed cloud computing services, focusing on IaaS platforms
- Monitored Kubernetes pods via Grafana and Prometheus dashboard to ensure applications are running smoothly and restarting pods if required
- Used PhishER portal to help client find and prevent security breaches by reviewing potential email and attachments as spam, threat and safe
- Experienced in ServiceNow and JIRA for ticket creation and for proper documentation of every step taken to resolve an issue
- Monthly Patching of Linux and Windows Servers to maintain proper function of resources
- Monitoring Azure Daily backups and troubleshooting any failed backups and rerunning the backup cycle after troubleshooting and fix
- Handled Active Directory (Azure Entra ID) related requests for client
- Website uptime and performance tracking via New Relic Dashboard
- Participated in ITIL Training provided by NagarroU

Associate Engineer

Nagarro Software Pvt. Ltd

10/2022 - 09/2023 Gurugram, Haryana

A software development and technology consulting company

- Contributed to collaborative cloud infrastructure projects, providing cloud infrastructure support and optimizing system performance
- Handled infrastructure requests to meet SLAs
- Implemented scripts for Cloud Infrastructure monitoring
- L2 support to external clients
- Exposure to cloud computing services, focusing on IaaS platforms

Associate Engineer Trainee

Nagarro Software Pvt. Ltd

04/2022 - 09/2022 Gurugram, Haryana

A software development and technology consulting company

- Introduction to AWS Cloud and Services
- Introduction to DevOps tools like Docker, Jenkins, Git, Chef, Ansible

EDUCATION

Bachelor of Computer Applications (BCA)

Institute of Management Studies (IMS)

09/2019 - 06/2022

10+2 (ISC – Science Non-Medical)

Modern Academy Senior Secondary School

04/2018 - 05/2019

STRENGTHS



Problem Solver

Strong problem-solving and analytical abilities



Collaboration

Excellent collaboration and communication skills



Time Management

Effective time management and multitasking



Leadership

Leadership and mentorship qualities

KEY ACHIEVEMENTS



CI/CD Implementation

Successfully implemented a CI/CD pipeline integrating various tools for optimized workflows



Leadership in College Events and Clubs

Led initiatives for IT-related events and club activities, significantly enhancing student engagement and skills

SKILLS

Active Directory	Agile	Ansible	AWS
AWS Cloud	Azure	Bash	
BMC Remedy	Docker	GCP	Git
GitHub	Grafana	IaaS	ITIL
Jenkins	JIRA	Kubernetes	Linux
New Relic	Prometheus	ServiceNow	
Ubuntu	Zabbix	CentOS	
Shell Scripting	Remedy	Gmail	
Windows Servers			

INTERESTS



Leadership in IT Events

Led teams to organize IT events and enhance technological skills among peers



## TRAINING / COURSES

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### DevOps Certification Training

Completed an advanced DevOps course with hands-on projects focusing on automation, continuous integration/continuous deployment (CI/CD), and container orchestration. Implemented a CI/CD pipeline integrating Jenkins with Git, Docker, and Kubernetes, and automated configuration management using Ansible. Utilized monitoring tools such as Prometheus and Grafana to ensure optimal system performance and feedback for continuous improvement.