



PIYUSH GUPTA

DevOps/ServiceNow Developer| Technical /IT Engineer | Customer Success- Technical Consultant

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[Indore, MP, India](#)

www.linkedin.com/in/piyush-gupta-1a0546bb

github.com/guptapiyushrajan-cpu/PG_Portfolio_AI

Professional Summary- Results-driven System Engineer / DevOps Specialist with over 8 years of experience in infrastructure automation, ServiceNow administration, and CI/CD pipeline management across cloud and on-premise environments.

Proven expertise in Windows server management, infrastructure as code (IaC), and application engineering to maintain 99.8% system uptime across 2,000+ endpoints and 150+ servers.

Skilled in using DevOps tools such as Jenkins, Git/GitHub, Docker, and AWS Cloud to automate provisioning, configuration, and deployment workflows. Proficient in Python scripting, Power BI analytics, ServiceNow development, and monitoring solutions to improve performance, reduce downtime by 30%, and enhance system observability. Collaborative and detail-oriented professional with strengths in incident management, problem resolution, customer success, and cross-functional project coordination. Passionate

about building scalable, secure, and resilient infrastructure that supports continuous delivery and operational excellence.

Technical Skills DevOps & Cloud CI/CD (Jenkins, GitLab CI), Docker, Git Version Control Monitoring & Observability System Performance Monitoring, Log Analysis, Alerting & Incident Management Programming & Scripting Python, Django, Bash/Shell Scripting, C/C++, JavaScript, REST APIs, Automation Scripts, AI Automation IT & Systems System Administration, Windows Server, Network Configuration, Database Administration (MySQL, PostgreSQL) Tools & Platforms Jenkins, Power BI, GitHub, Salesforce, ServiceNow, ChatOps (Slack/MS Teams), Asana, HubSpot, Google Workspace DevOps/Cloud Practices Continuous Integration/Deployment, Infrastructure Automation, Incident Response, Root Cause Analysis, SLA Management, Agile/Scrum Project Portfolio ChatOps + Jenkins Integration Platform Built automated ChatOps solution integrating Jenkins CI/CD pipelines with Slack for real-time build notifications and deployment controls. Implemented slash commands for triggering builds, checking deployment status, and retrieving logs. Reduced deployment coordination time by 40%. Jenkins Python Slack API Webhooks Incident Analyzer & RCA Automation Tool Developed Python-based incident analysis system that automatically categorizes, prioritizes, and suggests root causes for infrastructure incidents. Integrated ML algorithms to identify patterns and predict failures. Reduced incident resolution time by 30%. Python Pandas Scikit-learn Power BI REST APIs Travel Website with CI/CD Pipeline Designed and deployed full-stack travel booking website with automated CI/CD pipeline. Implemented containerized microservices architecture with Kubernetes orchestration. Set up comprehensive monitoring using Prometheus, Grafana, and ELK stack. Django Python Docker Jenkins AWS Monitoring Dashboard Architected comprehensive monitoring solution for 2,000+ devices and 150+ servers with real-time performance tracking. Automated data collection from multiple sources. Created executive dashboards improving infrastructure reliability by 25%. Power BI Python REST APIs SQL Server AWS Professional Experience Technical/System Engineer - Operations 47 Billion Pvt. Ltd. Client: L Squared Digital Signage (USA/Canada) June 2023 – Oct 2025 Engineered and maintained high-availability infrastructure supporting 2,000+ digital signage devices and 150+ servers, achieving 99.8% uptime SLA Developed automated monitoring and alerting systems using Python scripts, reducing incident detection time by 45% Designed Power BI dashboards for real-time infrastructure health monitoring and incident tracking Conducted comprehensive root cause analysis on critical failures, reducing recurring incidents by 30% Automated deployment and configuration management workflows, decreasing manual intervention by 60% Collaborated with development teams to establish CI/CD best practices and streamline releases Senior Technical Consultant Intallis July 2022 – June 2023 Analyzed infrastructure performance data to identify bottlenecks and implement automation solutions improving efficiency by 20% Supported multi-client operations through proactive network monitoring and performance optimization Created comprehensive technical documentation for deployment procedures, runbooks, and incident response Technical Support Specialist Task Us (Project Revolut) March 2021 – April 2022 Analyzed system

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[Profile Photo: piyush.jpeg — retained from HTML theme]