

# PIYUSH GUPTA

## Technical Support Engineer | IT Support Specialist | L1/L2 Remote Support | Application Support Engineer

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GitHub: <https://github.com/guptapiyushraj471-cpu/piyush-portfolio>

Website: <https://piyush-portfolio-rosy.vercel.app/>

Target Roles: Technical Support Engineer | IT Support | Remote Support Engineer | Application Support | Helpdesk | Desktop Support | L1/L2 Support Engineer

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### PROFESSIONAL SUMMARY

Technical Support & IT Operations Engineer with 8+ years of experience delivering L1/L2 remote support, application troubleshooting, system monitoring, IT infrastructure administration and incident management across enterprise-level production environments. Hands-on experience supporting 2000+ endpoints and 150+ production servers across US/Canada deployments, working with Active Directory, Office 365, VPN, RDP, and ticketing systems. Proven ability to improve MTTR by 35%, automate manual processes by 60% and reduce repeat incident occurrences through RCA-driven preventive actions. Adept at building monitoring dashboards, documentation, and SOPs to enhance operational efficiency and service reliability.

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### CORE SKILLS

**Remote Support (L1/L2)** • Desktop & Application Support • Windows / Linux • Active Directory • O365

**Incident / Problem / Change Management** • ITIL Framework • Ticketing & SLA Reporting • RCA  
VPN • RDP • Network Troubleshooting (TCP/IP, DNS, DHCP) • Documentation • Escalation Management

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### TECHNICAL TOOLS & PLATFORMS

ServiceNow • Jira • Salesforce • HubSpot • BMC Remedy • TeamViewer • AnyDesk • Zoho Assist • Quick Assist • VNC • RDP

Windows Server • Splunk • Power BI • SQL • GitHub • Python • Bash • PowerShell • XML

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### WORK EXPERIENCE

#### Technical Support Engineer – IT Operations & Application Support

47Billion Private Limited (Indore) | June 2023 – October 2025

- Delivered L1/L2 remote support for 2000+ digital signage endpoints and 150+ production servers across USA/Canada.
  - Automated monitoring and deployment processes using Python & Bash, reducing operational workload by 60%.
  - Improved MTTR by 35% through escalation workflow improvement and advanced log analysis techniques.
  - Built Power BI dashboards for system performance monitoring, failure analytics and capacity planning.
  - Reduced recurring incident volume by 30% by implementing RCA & preventive maintenance actions.
  - Created SOPs, troubleshooting guides and configuration documentation improving team productivity.
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### **Senior Technical Support Engineer – IT Infrastructure**

**Intallis Noida(Remote) | July 2022 – June 2023**

- Managed enterprise server & network support operations, troubleshooting infrastructure outages and escalations.
  - Diagnosed server, storage, virtualization and networking issues ensuring minimal production downtime.
  - Built runbooks and SOP documentation improving First Contact Resolution and operational consistency.
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### **Technical Support Engineer – Application Support (FinTech – Revolut)**

**TaskUs (Indore) | March 2021 – April 2022**

- Supported customer platform performance, authentication and account provisioning issues.
  - Handled 50+ tickets daily with 98% SLA compliance through structured prioritization and escalation handling.
  - Developed automated reporting dashboards using Python + Excel improving visibility and reporting quality.
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### **Technical Support Engineer – Payment Processing Systems**

**Teleperformance- Indore (Mastercard Global Operations) | July 2018 – June 2020**

- Delivered Tier-2 support for payment authorization systems and merchant transaction failures.
  - Performed log analysis and RCA documentation improving stability and reducing failure recurrence.
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### **KEY ACHIEVEMENTS**

- Supported 2000+ global endpoints with 99% activation success rate

- Automated manual support operations by 60% increasing team efficiency
  - Reduced support escalations by 40% via proactive monitoring & troubleshooting insights
  - Designed enterprise knowledge base improving SLA and onboarding productivity
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## CERTIFICATIONS

Cyber Security Awareness • HubSpot Service Certification • Advanced Excel & SQL • AI-Powered Support & GPT Automation

Django & Python Full-Stack • Git & GitHub • Web Development (HTML, CSS, JavaScript)

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## EDUCATION

B.Tech – Electronics & Communication Engineering | Patel College of Science & Technology (RGPV University)

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## LANGUAGES

English • Hindi

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## INTERESTS

Automation Tools • System Monitoring • Cybersecurity • Technical Research • Problem Solving

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