PIYUSH GUPTA

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

Indore, Madhya Pradesh, India | +91-9205920608 | gupta.piyushraj471@gmail.com

LinkedIn: linkedin.com/in/piyush-gupta-1a0546bb | GitHub: github.com/guptapiyushraj471-cpu/PG_Portfolio_AI

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

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

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.

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.

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.

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)

EDUCATION

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

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LANGUAGES

English • Hindi

INTERESTS

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