

PIYUSH PRASAD

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SUMMARY

IT professional with hands-on experience in IT Service Management and a strong transition into Cloud and DevOps engineering. Skilled in designing and deploying production-ready infrastructure on AWS EC2 with CI/CD pipelines, Nginx reverse proxy, Vercel hosting, and Linux-based environments. Experienced in implementing server-level security, monitoring (Prometheus, Grafana), and automation using GitHub Actions. Focused on building scalable, secure, observable, and security-driven (DevSecOps) systems.

EXPERIENCE

Runtime Solutions — *IT Office Assistant*

Dec 2024 – Present

- Managed end-to-end ITSM ticket lifecycle including incidents, service requests, and escalations across multiple locations using ManageEngine ServiceDesk Plus.
- Maintained SLA compliance by prioritizing critical issues, minimizing downtime, and ensuring timely resolution.
- Administered IT asset lifecycle for laptops, desktops, access points, and biometric devices with accurate tracking and documentation.
- Coordinated with internal teams and external vendors to resolve hardware, network, and system issues within defined SLAs.
- Supported daily IT operations including ticket logging, categorization, escalation handling, and documentation to ensure service continuity.

Credence Infotech — *IT Service Management Consultant*

Feb 2022 – Oct 2024

- Delivered ITSM operations aligned with ITIL best practices, supporting incident, problem, and change management processes.
- Acted as a coordination point between technical teams and stakeholders to ensure smooth and efficient service delivery.
- Monitored service performance and maintained adherence to defined operational standards and client SLAs.
- Contributed to process improvement initiatives to enhance service efficiency and overall customer satisfaction.
- Provided operational support and consultation to improve IT service quality and system reliability.

PROJECTS

DevOps CI/CD Deployment with AWS, Nginx & Cloudflare

Project Link: kamleshprasad.xyz

- Designed and implemented a CI/CD pipeline using GitHub Actions to automate deployment of a React application.
- Deployed and hosted the application on AWS EC2 (Ubuntu) with proper server configuration.
- Configured Nginx as a reverse proxy and production web server for efficient request handling.
- Managed domain routing and DNS configuration using Cloudflare.
- Automated deployments triggered on every GitHub push using secure SSH authentication and GitHub Secrets.

Production-Ready Deployment on AWS EC2 with Monitoring, Security & Vercel

Project Link: onixmall.vercel.app

- Deployed a production-grade React and Node.js application using AWS EC2, Nginx reverse proxy, HTTPS via Certbot SSL, and Vercel for frontend hosting.
- Implemented server security using UFW Firewall, Basic Authentication, Nginx return 444, rate limiting, and initial DDoS protection strategies.
- Built a monitoring and observability stack using Prometheus, Grafana, and Node Exporter to track CPU, memory, disk, uptime, and network metrics.
- Integrated Trivy vulnerability scanning within CI/CD workflows to identify and classify security risks across dependencies and OS packages.
- Provisioned and configured virtual machines on Microsoft Azure, and deployed and hosted applications on Azure for cross-cloud deployment experience.

EDUCATION

Bachelor of Commerce (B.Com) — **University of Mumbai**

Jan 2022 – Mar 2025

Tilak Education Society's J.K. College of Science & Commerce

TECHNICAL SKILLS

- **Cloud:** AWS (EC2, S3, IAM), Microsoft Azure (Virtual Machines, Hosting)
- **Operating Systems:** Linux (Ubuntu)
- **DevOps Tools:** GitHub, GitHub Actions, Trivy
- **Web Server:** Nginx
- **Hosting & Deployment:** AWS EC2, Azure, Vercel
- **CI/CD:** Pipeline Automation, Continuous Deployment
- **Monitoring:** Prometheus, Grafana, Node Exporter, Datadog
- **Security:** SSL/HTTPS, UFW Firewall, Basic Authentication, Rate Limiting, Vulnerability Scanning

- **ITSM Tools:** ManageEngine ServiceDesk Plus

CERTIFICATIONS

- DevOps Complete Course Specialization — Packt
- Google AI Essentials Specialization — Google
- Career Essentials in GitHub Professional Certificate — GitHub
- Ubuntu Linux Professional Certificate by Canonical — Canonical
- DNS — Packt

LANGUAGES

Hindi (Native)

English (Working Proficiency)

Marathi (Elementary)