Priyank Saxena

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| Portfolio - https://priyank-saxena-portfolio.onrender.com | DEV Community - @priyank_dev | Hugging Face |

Professional Summary

Software Engineer specializing in **enterprise automation, Python scripting, and endpoint remediation**, with hands-on project experience in **Generative AI, Agentic AI, and AI-powered applications**. Skilled in Python, PowerShell, Bash, LangChain, LLMs, RAG, prompt engineering, and multi-agent systems. Developed **200+ automation scripts, 150+ silent installers** and contributing to a **40% reduction in ITSM ticket resolution costs and 90% improvement in endpoint reliability**. Focused on leveraging AI and automation to streamline workflows, reduce manual effort, and deliver measurable impact.

Technical Skills

Programming & Scripting: Python, PowerShell, Bash, C#, JavaScript
AI & Agentic Systems: Generative AI, Agentic AI, AI Agents, LLMs, LangChain, Prompt Engineering, RAG, Multi-Agent Systems, Groq, Ollama, Hugging Face
Automation & Endpoint Engineering: Automation Frameworks, Endpoint Remediation, Cross-Platform Automation, Silent Software Installation, Automated Troubleshooting, Test Automation
DevOps, Cloud & Infrastructure: Docker, Kubernetes, Helm, Argo CD, GitOps, Prometheus, Grafana, Microsoft Azure, AWS
Data Analytics & Patch Intelligence: Pandas, NumPy, Power BI, Data Analysis, Patch Intelligence, Data Validation, OpenPyXL, Analytical Dashboards
Web Development & API Testing: Flask, HTML, CSS, Selenium, BeautifulSoup, Web Scraping, API Testing, Postman
Databases: MySQL, MongoDB, ChromaDB, SQL
IT Operations & Monitoring: IT Service Management (ITSM), Root Cause Analysis (RCA), JMeter, Performance Monitoring, System Reliability
Tools & Platforms: Git, GitHub, Linux, Windows, macOS, VS Code, Streamlit, Render

Professional Experience

Software Engineer Apr 2024 – Present
Workelevate, Noida, India

- Developed **100+ one-click endpoint troubleshooters** and **50+ silent software installers** for Windows environments, reducing manual support effort and MTTR.
- Built **40+ macOS remediation solutions** using Bash and CLI tools to support cross-platform enterprise environments.
- Designed **20+ automation troubleshooter for Root Cause Analysis (RCA) Module**, improving issue resolution accuracy and system reliability.
- Created metadata-driven automation pipelines for **patch intelligence, validation, and reporting**.
- Actively involved in **Research & Development, and automation initiatives**, enhancing product capabilities and extending the reach of key features.
- Maintained detailed technical documentation and SOPs for enterprise automation workflows.
- Provided dedicated technical services and performed **data analysis for HP-DAAS PI** as part of service delivery to **Client: Lupin Limited**, resolving issues efficiently and maintaining client satisfaction

Trainee Engineer Sep 2023 – Apr 2024
Progressive Techserve Pvt. Ltd., Noida, India

- Assisted in enterprise endpoint support, troubleshooting, and automation initiatives.
- Gained hands-on experience in scripting, system diagnostics, and IT service operations.
- Supported deployment, monitoring, and validation of automated solutions.

Key Projects

AI Research Studio | *Hacktoberfest 2026* | [Link : Github | Live URL : https://atlas-ai-research-studio.onrender.com]

- **Why:** Developed an AI-powered research platform to streamline web research and transform research questions into structured reports through a collaborative multi-agent workflow.
- **How:** Implemented specialized Search, Reader, Writer, and Critic agents using LangChain and Groq, integrated Tavily for web search and BeautifulSoup for web-content extraction, and added Ollama support for local inference with compatible open-weight models.
- **Impact:** Built a **4-agent AI research workflow** that retrieves up to **10 trusted URLs per query**, generates structured research reports in **40–50 seconds** versus an estimated **1–2 hours of manual research**, and achieves an average report quality rating of **8/10 (80%)**, streamlining source discovery, content analysis, report generation, and quality review.

Endpoint Remediation and Troubleshooting Automation | *Workelevate*

- **Why:** Addressed recurring endpoint issues and manual troubleshooting efforts by developing scalable, automated remediation solutions for enterprise environments.
- **How:** Engineered 200+ automation scripts using PowerShell, Bash, C#, and CLI tools, alongside 150+ silent software installers and client-specific remediation workflows.
- **Impact:** Reduced ITSM ticket resolution costs by 40% and improved endpoint reliability by 90% through automated diagnostics, troubleshooting, and remediation workflows across Windows and macOS environments.

Microsoft Update Metadata Automation Engine | *Workelevate*

- **Why:** Addressed the need to automate Microsoft Update Catalog metadata collection and simplify complex patch data analysis for efficient enterprise patch management.
- **How:** Developed a Python-based automation framework using Selenium, BeautifulSoup, Pandas, and OpenPyXL, featuring a user-friendly interface and analytical dashboards to visualize update metadata, compare patches, and generate structured reports.
- **Impact:** Targeted an **87.5% reduction in metadata collection time**, **99%+ data quality**, and **70–90% lower reporting effort** through automated data extraction, validation, and dashboard-driven patch intelligence.

Client IT Operations & Automation – Lupin & Airtel | *Hewlett-Packard Enterprise (HP) & Workelevate Collaboration*

- **Why:** Supported client IT operations by resolving endpoint issues, analyzing system performance, and maintaining service quality across enterprise environments.
- **How:** Leveraged the Workelevate platform to automate IT issue resolution through customized troubleshooting and remediation scripts, while managing HP-DAAS reporting, PI analysis, client support, and analytical dashboards.
- **Impact: Contributed to 90%+ endpoint reliability improvement** through automated remediation and data-driven troubleshooting. Targeted reductions in MTTR, repetitive support effort, and reporting turnaround while improving operational visibility and consistency. **Potential ticket-handling cost reductions of up to 40%**.

AIRO: AI Based Attendance Management System | *AKTU* | [Link: Github]

- **Why:** Addressed the need to streamline attendance tracking by reducing manual record-keeping and enabling automated, reliable identification.
- **How:** Developed a Python-based attendance management system using Flask, OpenCV, and K-Nearest Neighbors (KNN), implementing real-time face detection, recognition, timestamp-based attendance logging, and automated reporting.
- **Impact:** Achieved **95% face recognition accuracy**, automated timestamp-based attendance logging, and reduced manual data entry and attendance processing effort. Enabled real-time identification and centralized attendance records to improve tracking efficiency and reporting consistency.

Kubernetes GitOps & Observability Platform | *DevOps Learning Project* | [Link : Grafana Dashboard]

- **Why:** Built a Kubernetes environment to explore declarative application deployment, GitOps workflows, and centralized monitoring of containerized applications.
- **How:** Deployed a 5-component voting application architecture, configured Kubernetes workloads and Argo CD-based GitOps delivery, and integrated Prometheus and Grafana for resource monitoring and operational visibility.
- **Impact:** Deployed and monitored **15 workloads across 26 pods and a 3-node Kubernetes cluster** (2 worker nodes and 1 control-plane node), integrating Prometheus and Grafana for centralized observability, resource utilization tracking, and workload health monitoring.

Education

Bachelor of Technology (B.Tech) in Computer Science Engineering 2019 – 2023
Dr. A.P.J. Abdul Kalam Technical University
B.Tech Percentage - 78%

Higher Secondary Certificate (PCM) 2018 – 2019
DAV Public School, Ballabhgarh

Certifications

- Java (HackerRank)
- Flask Python (Great Learning)
- Linux Tutorial (Great Learning)
- Google IT Support Fundamentals (Google-Coursera)
- Blockchain Technology & Management (Amity)
- Python (LinkedIn)
- Web Development (Internshala)
- GDG DevFest India

Awards & Achievements

- **Catalyst in Client Engagement Award** – Workelevate (January 2025)
- Winner, **Best Personality Award** – Campus Event (May 2023)
- Badge, **One of Hacktoberfest 2026's top participants** - HacktoberFest (October 2026)