

Priyank Saxena

✉ priyank.saxena.dev@gmail.com | ☎ +91 8077781884 | 🌐 GitHub - PriyankV25 | 🔗 LinkedIn - priyanksaxenaps

Professional Summary

Software Engineer specializing in automation, DevOps workflows, and enterprise endpoint remediation across Windows and macOS environments. Experienced in designing and implementing one-click troubleshooters, silent software installers, and Microsoft Update metadata and patch intelligence pipelines. Proficient in Python, PowerShell, Bash, C#, Selenium, Pandas, and data analytics to automate diagnostics, root-cause analysis, and operational workflows, reducing manual effort and improving endpoint reliability and system stability within large-scale IT environments.

Technical Skills

Programming & Scripting: Python, PowerShell, Bash, Shell Scripting, C#, JavaScript

Automation & DevOps: Automation Frameworks, DevOps Pipelines, CI/CD Concepts, Docker, Endpoint Remediation, Vagrant

Data & Analytics: Pandas, Power BI, Data Analysis, Dashboards, Reporting, NumPy

Web & APIs: Flask, HTML, CSS, Bootstrap, REST APIs, Postman

Tools & Platforms: Selenium, BeautifulSoup, Git, Microsoft Azure, MySQL, MongoDB, Ubuntu, Jmeter, Postman

Other: Test Automation, IT Service Management, Solution Architecture, RCA, CLI

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 Infotech 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

Endpoint Remediation and Troubleshooting Automation

- Engineered large-scale endpoint remediation automation using 200+ scripts developed with PowerShell, Bash, C#, and CLI tools.
- Delivered client-specific recommendations and 150+ silent software installers, significantly reducing support tickets.
- Contributed to continuous improvement of automated diagnostics and remediation workflows.

Microsoft Update Metadata Automation Engine

- Designed a Python-based automation framework to scrape and process Microsoft Update Catalog metadata.
- Used Selenium and BeautifulSoup for catalog interaction and Pandas/OpenPyXL for data transformation and reporting.
- Enabled structured patch intelligence to support enterprise patch management decisions.

LUPIN IT Solutions – HP-DAAS & Workelevate

- Served as Report Administrator and PI Analyst for HP-DAAS at Lupin.
- Delivered environment-specific troubleshooting and remediation strategies, improving system reliability by more than 90% over the endpoints.
- Built dashboards and reports to support decision-making and service optimization.

Attendance Management System Using Face Recognition

- Developed an automated attendance system using Python, Flask, OpenCV, and KNN.
- Implemented real-time face detection, recognition, and timestamp-based attendance logging with accuracy of 95%.
- Integrated machine learning models for accurate identification and reporting.

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 (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)