Pavan G S

Forward Deployed Engineer · Enterprise IT

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Summary

Builds software and LLM tools inside enterprise IT teams, then runs them in production. As **sole engineer**, shipped a NOC console and an ITSM platform for a **102-site network**, an **AI support chatbot on Amazon Bedrock** for ~2,500 users, and an **open-source Windows 11 image builder**. 9+ years in enterprise IT, so the tools fit how the teams actually work.

Core Skills

AI & agents:	Amazon Bedrock, RAG, LLM agents and tool use, model routing with local/paid fallback, Ollama, OpenRouter, n8n, agentic development with Claude Code
Software:	TypeScript, Node.js, Next.js, React, Python, C# / .NET 8 (WPF), PowerShell, SQLite, Drizzle ORM, REST APIs, Vitest
Deployment:	Linux / RHEL, AWS EC2, Docker, air-gapped installs, signed updates with rollback, Windows Server, Active Directory
Network & ITSM:	Zabbix, Juniper Mist, Aruba, Cisco Meraki, FortiAnalyzer, Zscaler, ServiceNow, ITIL change management

Experience

SDC Tech Solutions Pvt. Ltd.

Client engagement · 102 sites · ~3,500 devices

Sole Engineer · NOC Console (read-only network operations console with AI analyst) — *Sep 2026 – Present*

- Engineered a **read-only NOC console** for an enterprise network of **102 sites and ~3,500 devices**, bringing Zabbix, FortiAnalyzer, Juniper Mist, Aruba Central, Cisco Meraki, Zscaler and ServiceNow into one screen with health scores, SLA / MTTR KPIs and scheduled reports, **replacing six vendor consoles**.
- In production since September 2026 (measured from the October production database): processes **~234,000 Zabbix problems and ~17 million events a month**, syncs **~750 ServiceNow incidents a month** (8,600 to date) and delivers the scheduled monthly SLA report **in minutes instead of days**.
- Estimated **55–180 resolution hours saved a month** on the ~73 network faults users report each month, each found **30 minutes to 2 hours earlier**, plus faster diagnosis.
- Every release is gated on **4,600 automated tests** that replay real vendor responses; they stopped code written by the AI agent from calling a vendor API endpoint that doesn't exist.

SDC Tech Solutions Pvt. Ltd.

Client engagement · ~50 network staff

Sole Engineer · ITSM Governance Platform (ITIL change, asset and WAN workflow, air-gapped) — *Feb 2026 – Present*

- Engineered an **ITSM governance platform** (TypeScript, Next.js, React, Drizzle, SQLite) for **~50 network staff**: ITIL change enablement with six roles, one-time emailed approvals, **per-device conflict detection and freeze windows**, reminders and escalation; asset and circuit registers with CSV / XLSX import; WAN link requests with ISP feasibility timers and shared-mailbox ingestion.
- Built for an **air-gapped RHEL server**: a one-file offline installer bundling its own runtime, **SHA-256-verified updates with pre-update backup, health check and automatic rollback**; AD / LDAP sign-in, Argon2id, login lockout, encrypted secrets and an **append-only audit trail**.
- **Architect and owner of both platforms**: sat with the client's network and IT teams to understand the problem, chose the tech stack, designed the architecture and workflows, and wrote the requirement and decision records that the Claude coding agents built to. Tested every release **end to end on an AWS EC2 staging server** before it went to production, and turned the client's written feedback into shipped releases within days.

Alcatel-Lucent Enterprise

Bengaluru

Senior IT Engineer — *Apr 2024 – Present*

- On site through SDC Tech Solutions Pvt. Ltd., embedded with the IT team of a **2,500-person site**: ran the Windows estate, then built the tools that removed its repeat work:
- **IT support chatbot**: users logged vague tickets in ServiceDesk Plus or emailed, and engineers spent chat and remote time on the same repetitive fixes. Built it in Python on **Amazon Bedrock** with **RAG over knowledge articles and past ticket resolutions**; it asks clarifying questions, resolves what the knowledge base covers and otherwise raises a complete ticket, with a small-talk filter in front of the model to cut latency and token cost. Estimated **~350 requests a month resolved without an engineer** and **~90–115 engineer-hours a month** returned to the desk.

- **IT Analyst**: every log check meant a remote session, so diagnosis waited on engineer and user being free together. Built an AI diagnostics agent on **Amazon Bedrock** with **RAG over resolved tickets and structured Windows telemetry**, behind a certificate-secured HTTPS client-server with 90-minute health polling and on-demand log collection; it returns a **confidence-scored root cause** and the engineer ships the fix as a script. Estimated **10–20 engineer-minutes saved per diagnosis**, with the remote session gone from routine cases.
- **WinForge**: a golden image meant installing Windows on a laptop, configuring everything by hand, Sysprep and DISM capture, and starting over on any mistake: 3–4 weeks. Built a C# / .NET 8 image builder (**22,000+ lines**) that does it offline: 8-step wizard, 19-stage pipeline, driver auto-fetch for Dell / HP / Lenovo, a ~60-check validator and a Hyper-V test boot. Golden-image work now takes **3–4 days**; open-sourced on GitHub.
- **Change manager and CAB lead for ~100 changes a month**: owns the go / no-go decision. Assesses each change for business impact, conflicts with concurrent work and timing, then approves, reschedules or rejects it. Has rejected changes that lacked approvals, fell inside freeze windows or would have collided with a critical change in progress, keeping production unaffected while the change load ships.
- Patching and software deployment for **~2,000 Windows endpoints** through ManageEngine Endpoint Central; fleet fixes ship as idempotent installers rather than desk visits.

QualiTest Group

Bengaluru

Cloud and Infrastructure Engineer — *Jan 2021 – Apr 2024*

Ran global infrastructure; started writing the tools the team ran on.

- Wrote the tools a global IT team ran its day on, in PowerShell with WPF / WinForms, each one replacing a manual process that caused tickets:
- **ADWiz**: creating an AD account meant hand-typing groups, OU, manager and country fields and getting them wrong. One form now sets all of it for **14 global locations**, checks for duplicates and generates the password.
- **App Store**: staff waited on a ticket for every install. A self-service catalogue on SharePoint let them install approved software themselves, with no engineer involved.
- **QReset and QPass**: L1 admins reset and unlock AD accounts without escalating to a domain admin; **QPass** generates strong passwords offline, so nobody pastes company passwords into a website.
- **Windows 11 Upgrader**: a silent in-place upgrade pushed through Desktop Central, so users upgraded themselves with no technician visit and the migration finished at **100% completion**.
- **Password Vault and KeyGuardian**: an AES-256 vault for team credentials, and one-time expiring links to hand a password to someone without sending it in plain text.
- Automated onboarding and offboarding with **Power Automate** and SharePoint: **30% faster onboarding, ~20 hours a week saved**.
- Replaced manual OS builds with end-to-end **WDS + MDT** automation (Sysprep golden images, MSIX packaging, Desktop Central distribution) covering **100% of deployments**.
- Stood up **Proxmox KVM** virtualisation and VDI, cutting server deployment time by **50%**. Ran the global VMware ESXi, VDI and Citrix XenApp estate at **99.5% server uptime** (annual report).
- **IT Super Star Award, Q3 2022**, QualiTest Global IT.

Samsung India

Bengaluru

IT Service Desk Engineer — *Jun 2017 – Jan 2021*

Started at the hardware and the help desk.

- 24×7, SLA-driven support for RBS / SVPN services; hardware, Windows and Linux troubleshooting, OS deployment and server maintenance.
- **COVID Warrior Award** for 24×7 remote support and virtual onboarding during lockdown.

Personal Builds

- Local-first AI automations (n8n, Ollama): a daily news brief and Gmail organiser handling **~150 articles and ~120 emails a day at $0 API cost**; paid models only for long reasoning.
- Homelab: 3-node Proxmox cluster on ZFS, provisioned with Terraform and Ansible, exposed through Cloudflare Tunnel with **no open ports**; local LLMs served by Ollama.

Training and Certification

Certified in Automating Administration with Windows PowerShell, Apponix — *2021*

Advanced Linux: The Linux Kernel, LinkedIn Learning — *2020*

Python Essential Training, LinkedIn Learning — *2020*