

JATIN GUPTA

Solution Architect · Agentic AI & LLM Systems for IT Operations · AIOps & Observability

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SUMMARY

Solution architect who builds **agentic LLM systems on top of production IT infrastructure** — not demos. Eighteen years running enterprise monitoring and automation for telecom, BFSI, retail, and manufacturing, now spent designing agent workflows that read observability and ITSM signals, reason over them with LLMs, and hand execution to deterministic automation with humans gated in where blast radius demands it. Owns the full arc: customer discovery, architecture, build, evaluation, production rollout. Targeting Forward Deployed Engineer, AI Solutions Architect, and Applied AI roles.

FLAGSHIP SYSTEM — AGENTIC INCIDENT TRIAGE & REMEDIATION

HCLTech · Architect and technical owner · Aug 2023 – Present

- **Problem.** On-call engineers were triaging alerts/week across fragmented Splunk, Dynatrace, and ServiceNow estates, with the majority resolving to a known runbook. Duplicate and low-signal alerts dominated queue time.
- **Architecture.** Event-correlation layer consolidates multi-tool telemetry into a single signal plane. An LLM orchestration layer classifies intent, summarizes incident context, and selects a remediation path; execution is handed to deterministic Ansible/Jenkins runbooks rather than generated at inference time. Human approval gates sit in front of any action with production blast radius.
- **Key design decision.** Kept remediation deterministic and used the model only for triage, summarization, and routing — trading model flexibility for auditability and a bounded failure mode. A wrong classification costs a misroute; a wrong generated command costs an outage.
- **Grounding & controls.** Retrieval over runbooks and historical incident records supplies the model with evidence rather than relying on parametric memory; unsupported cases abstain and escalate instead of guessing. Prompts are versioned and regression-tested against a held-out incident set before release.
- **Impact.** Reduced recurring manual toil from [X hrs/week to Y]; cut alert noise reaching on-call by [Z%]; deployed across [N] enterprise customers. Reporting layer on the same telemetry now drives leadership capacity and investment decisions.

PROFESSIONAL EXPERIENCE

HCLTech

Solution Architect — AI & Automation

Aug 2023 – Present

Pune, India

- Lead solution architecture and pre-sales for AIOps, observability, and AI-automation engagements — owning deals from discovery through technical proposal, demo, and delivery handoff.
- Designed end-to-end monitoring stacks integrating Splunk, Dynatrace, Datadog, New Relic, OpsRamp, Grafana and ServiceNow with custom event-correlation pipelines, replacing fragmented legacy tooling with a single signal plane the agent layer acts on.
- Built the automation substrate — HCL BigFix, Ansible, Terraform, Jenkins, shell — that the agentic layer composes against, converting recurring weekly toil into one-click and zero-click pipelines.
- Architect BigFix-based solutions across the HCL software portfolio — endpoint lifecycle and patch management, Runbook AI automation, cloud lifecycle management, ITSM, job scheduling, and reporting/business observability — positioning the suite in customer engagements and extending it with agentic automation on top of BigFix APIs.
- Run release and upgrade programs for live customer deployments; mentor consultants and architects and review designs and proposals before they reach the customer.

Accenture

Tech Architecture Delivery Associate Manager

May 2018 – Aug 2023

Pune, India

- Architected observability and AIOps platforms for Fortune 500 BFSI and telecom clients across infrastructure, database, cloud, and application layers on Splunk, Dynatrace, and AppDynamics.
- Architected and built a greenfield monitoring platform on Splunk Enterprise for Accenture's internal managed-services practice — custom app and dashboard development, index and data-onboarding design, reference architecture, multi-tenant

onboarding, and integration into the shared NOC — then ran the enhancement roadmap that turned it into a standard managed-service offering across accounts.

- Owned the proposal-to-delivery loop end to end: wrote the technical proposal, defended it in the bid, then led the team that built it — closing the gap between what sales promised and what engineering shipped.
- Replaced siloed monitoring tools with correlated event pipelines, cutting duplicate alerts so on-call attention went to real incidents; reduced escalations and MTTR across the estate.
- Built an internal documentation and runbook system adopted across delivery teams, materially reducing repeat escalations and engineer onboarding time — the same corpus later became retrieval grounding for agent workflows.

HCL Technologies

Nov 2014 – May 2018

Assistant Manager — Monitoring Platform Delivery

Noida, India

- Owned monitoring platform delivery on AppDynamics, CA Nimsoft, CA Spectrum, Cisco Prime, and Netmapper for enterprise clients; served as primary client technical contact through implementation and support.
- Drove project planning, risk review, and customer approvals end to end, running multi-disciplinary teams through scope, design, and rollout; improved SLA closure times by ~20%.
- Authored the delivery playbooks that became the team standard for scoping and shipping monitoring engagements.

Vodafone India Services

May 2011 – Nov 2014

Assistant Manager — Lead, Infrastructure Monitoring

Pune, India

- Ran the monitoring stack for Vodafone India's IT estate: HP OVO, HP NNM, HP OVPI, BAC/BSM.
- Standing member of the Change Advisory Board — reviewed every change touching production monitoring before it shipped; served as RCA member for alarm optimization and signal-quality work.
- Diagnosed and fixed root-cause defects in HP OVO that vendor support could not reproduce, then designed and rolled out internal enhancements on top of the platform.
- Defined technical requirements and access/security models for monitoring tooling across the organization.

TECHNICAL

AI / Agentic Systems Agent workflow design · LLM orchestration · RAG (chunking, hybrid retrieval, reranking) · Prompt engineering & versioning · Structured outputs & schema validation · Tool/function calling · Human-in-the-loop gating · Offline evaluation & regression sets · Anthropic Claude API · OpenAI API

AIOps & Observability Splunk Enterprise (SPL, custom app & dashboard development, index/data onboarding) · Dynatrace · Datadog · New Relic · AppDynamics · OpsRamp · Grafana · Zabbix · ManageEngine OpManager · OpenTelemetry · ServiceNow ITOM · Event correlation · Anomaly detection · Log analytics · SLO/golden-signal design · HP OVO/NNM/OVPI · BAC/BSM · CA Spectrum · Nimsoft · Cisco Prime · Netmapper

Automation & Platform Ansible · Jenkins · CI/CD · Terraform · HCL BigFix suite (endpoint lifecycle & patch management · Runbook AI automation · cloud lifecycle management · ITSM integration · job scheduling · reporting & business observability · agentic automation) · Shell scripting · Python · Linux · Release & configuration management

Architecture & Cloud Solution architecture · Systems design · Multi-tenant / MSP platform design · Hybrid cloud · AWS · Azure · GCP · Kubernetes · Networking · SRE · Incident management

Customer-Facing Pre-sales engineering · Technical proposals · Solution selling · Stakeholder management · Cross-functional leadership · Enterprise delivery

EARLIER EXPERIENCE

Tata Consultancy Services — Tools Admin (2010–11) · **Immunity Networks** — Technical Consultant, pre-sales lead (2009–10) · **Wipro** — Application Support, led 5–10 engineers (2007–09) · **Inmac Computers** — System & Network Administrator, 30–40 branches (2006–07)

EDUCATION, CERTIFICATIONS & HONORS

B.Com, Computer Application — Devi Ahilya Vishwavidyalaya, Indore · **Certifications:** ITIL Foundation

Honors: Best Performance Award · Exemplary Leadership Award · Recognition for Extraordinary Effort **Languages:** English · Hindi