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PROFILE SUMMARY

IT Infrastructure & Operations Leader with 15+ years of experience managing enterprise technology environments, cloud infrastructure, IT operations, production support, and service delivery across global organizations. Currently leading a 25-member infrastructure team supporting 50+ business-critical applications across large-scale cloud and production environments.

Experienced in IT service strategy, operational governance, infrastructure and cloud management, stakeholder engagement, financial and capacity planning, vendor coordination, risk management, business continuity, and technology transformation. Proven track record of improving service reliability, operational efficiency, and cost optimization while managing business-critical IT environments.

Delivered approximately 15% reduction in AWS operating costs through FinOps governance, resource optimization, utilization management, and commitment planning. Experienced in executive reporting, major incident leadership, cross-functional technology initiatives, security compliance, disaster recovery readiness, and continuous service improvement.

Key Achievements

- Lead a 25-member infrastructure organization supporting 50+ business-critical enterprise applications across cloud and production environments.
 - Drive enterprise IT service delivery, operational governance, availability, SLA/KPI performance, capacity planning, risk management, and continuous improvement.
 - Partner with business, application, architecture, security, and vendor teams to align technology services with business objectives.
 - Lead major incidents, service recovery, transformation programs, infrastructure modernization, and operational resilience initiatives.
 - Drive FinOps and infrastructure optimization initiatives delivering approximately 15% AWS operating cost reduction.
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Professional Experience**Accenture India****Infrastructure Lead (Infrastructure & Operations Manager)****Sept 2021 – Present**

Lead enterprise infrastructure and cloud operations supporting 50+ business-critical applications across large-scale AWS and production environments, with responsibility for service delivery, operational governance, platform reliability, and a 25-member infrastructure team.

Key Contributions:

- Lead a 25-member infrastructure organization, managing performance, delivery, operational readiness, capability development, and continuous improvement.
- Own end-to-end IT infrastructure and service delivery, covering cloud platforms, compute, storage, networking, monitoring, security controls, production support, availability, capacity, and operational

resilience.

- Establish and drive IT operational governance, including SLA/KPI performance, availability, operational risk, service quality, customer commitments, and continuous improvement.
- Partner with business, application, architecture, security, and vendor stakeholders to align technology services with business requirements and organizational objectives.
- Lead major incident management and executive escalations, coordinating cross-functional teams to restore critical services and minimize business impact.
- Drive infrastructure transformation, modernization, automation, and standardization programs to improve scalability, reliability, operational efficiency, and service quality.
- Delivered approximately 15% reduction in AWS operating costs through FinOps governance, resource optimization, utilization reviews, commitment planning, and cloud cost management.
- Contribute to budgeting, forecasting, resource planning, capacity management, and infrastructure investment decisions to improve cost efficiency and service sustainability.
- Drive disaster recovery readiness, business continuity, security compliance, infrastructure resilience, and audit readiness across business-critical environments.
- Prepare and present operational performance, risk, service, financial, and executive governance reporting for senior stakeholders.
- Lead vendor and cross-functional engagements supporting service delivery, transformation initiatives, operational improvements, and technology commitments.

HCL Technologies

Tech Lead – Cloud Platform & Delivery

April 2020 – Aug 2021

- Led cloud infrastructure delivery and platform implementation initiatives for enterprise customers.
- Managed technical teams, project delivery, stakeholder communication, and operational readiness activities.
- Drove automation, scalability improvements, service reliability, and cost optimization initiatives.

Mach Clearing Solutions

RDG Lead – Infra & Cloud Migration

Oct 2015 – April 2020

- Led infrastructure modernization and cloud migration programs supporting enterprise workloads.
- Managed service availability, capacity planning, infrastructure scaling, and operational governance activities.

- Coordinated cross-functional teams to deliver transformation initiatives with minimal business disruption

Tangoe Softech Pvt. Ltd.**Software Engineer – Production Support****Aug 2013 – Oct 2015**

- Managed production infrastructure and application support across Linux environments.
- Performed incident management, deployments, and performance tuning.
- Supported high-availability systems and ensured uptime SLAs.

OnMobile Global Ltd.**Operations Engineer – Production Support****March 2011 – Aug 2013**

- Delivered L2/L3 operations support for high-availability systems.
- Performed incident resolution, RCA, and environment maintenance.
- Ensured system uptime and operational continuity.

Certifications

- AWS Certified Solutions Architect – Professional
- AWS Certified Solutions Architect – Associate
- Red Hat Certified Engineer (RHCE)
- Red Hat Certified System Administrator (RHCSA)

Technology Landscape

Cloud Platform	:	AWS, Azure
Infrastructure	:	Compute, storage, networking, Linux/RHEL
Automation & IaC	:	Terraform, CloudFormation
FinOps	:	AWS Cost Explorer, Trusted Advisor, CloudHealth, Turbonomic
Operations	:	ITSM, Incident/Problem/Change Management, Monitoring, Service Reliability

Education

- MCA – Punjab Technical University (2010)
- MSc IT – Punjab Technical University (2009)
- BSc – Guru Nanak Dev University (2007)