Kabir Sharma | Automation Engineer | Rewst Certified

Top Technical Competencies

- Automation
- RMM Tools
- API Integrations
- Workflow logic Generations
- SQL

Employment

IT By Design | August 2025– Present
Automation Engineer

- RPA workflow automation to streamline IT operations and reduce manual effort.
- Building and deploying automation solutions using platforms like Rewst and API integrations across tools such as HaloPSA, Autotask, ConnectWise, Google Workspace, Microsoft Graph, Exchange, Addigy, Open AI.
- Automating onboarding and offboarding workflows using Azure, Rewst, and custom forms, ensuring seamless transitions and compliance.
- Identifying and remediating system vulnerabilities, improving infrastructure reliability, and security.
- Leveraging RMM tools for remote infrastructure monitoring and proactive incident response.
- Regularly evaluating and enhancing workflows to support continuous improvement initiatives.
- Designed reusable templates and scripts using Jinja2 with error-handling and comprehension.

IT By Design | February 2025– August 2025
Service Co-ordinator

- Ensured first-response SLA compliance for all incoming tickets across multiple MSP clients.
- Triaged tickets based on issue type, urgency, and client-specific processes to maintain efficient workflow.
- Coordinated ticket assignment and routing between L1, L2, L3, NOC, and SOC teams.

Tech Mahindra | November 2023 - February 2025
Customer Issue Resolution Manager (AT&T)

- Resolution Manager for Enterprise Clients.
- POC between the different Tier teams and clients.
- Resolution with networking issues if Hard Down and Intermittent.
- Continuous communication and escalation handling resolution.

CTS MOBILITY | March 2023 - November 2023
PROJECT CO-ORDINATOR

- Dedicated Project Coordinator acting as a point of contact among clients.
- Working in SaaS and DaaS environment.
- Conduct 5G site surveys and device installations on various sites.
- Technician Vetting
- Client Satisfaction and resolution.
- Automating and streamlining the repetitive tasks in the projects.
- Some of the clients I worked with were JetBlue Airways, TJX, UNFI, Bob Evans, Core & Main, CMS Energy, AmeriGas, AEG.

Eclerx India Pvt. Ltd | February 2023 – September 2024
IT Support Executive

- Provided Tier-1/2 IT support including desktop, hardware & software troubleshooting.
- Assisted users with account and system-related issues, ensuring that SLAs were met.

PROJECTS:

USER TRAVEL SOC ALERTS WHITELISTING| FRIT (Meetings & Incentives)
Presented at Build IT 2025

Developed one of the top-rated automation solutions showcased by ITBD MSP partners. Delivered a complete end-to-end workflow for whitelisting travel-related SOC alerts using Power Automate, originally designed for Barracuda.

Successfully rebuilt and enhanced the workflow to function seamlessly for any SOC partner, making the solution fully adaptable and scalable across different security platforms.

AI DRIVEN CATEGORIZATION & FIRST RESPONSE

Crafted an automated workflow that gets triggered on new incoming tickets, uses OpenAI to categorize them based on existing PSA categories, and sends a first-response email to the user on behalf of the engineer to help protect SLA timelines. The solution is designed to be scalable and adaptable across all major PSA platforms.

AI SUGGESTED TROUBLESHOOTING

Crafted an automated workflow that uses OpenAI to generate tailored troubleshooting steps for engineers. This leverages an OpenAI Assistant trained with documentation specific to the tools used in each client's environment. The workflow remains fully adaptable, allowing documentation to vary based on each client's unique setup.

AUTONOMOUS L1 AGENT

Built an Autonomous L1 workflow that blends Automation and AI to handle incoming tickets end to end. The workflow is triggered by new tickets and uses OpenAI at multiple stages to categorize the issue, add contextual notes, and determine the appropriate resolution path. When the request is fully automatable, such as SharePoint user access changes or password resets, the system launches sub-workflows to resolve the issue completely without any engineer involvement. For non-automatable issues, it sends a first response to the user and adds both general and AI-generated troubleshooting steps to the PSA notes for the engineer, tailored to each client's environment. The entire solution is fully scalable and adaptable across any MSP environment.

USER ONBOARDING AND OFFBOARDING

Built end-to-end user onboarding and offboarding workflows for multiple clients, tailoring each process to their specific requirements. Leveraged crates as the base framework and customized them to match individual client environments. Delivered complete onboarding and offboarding solutions for both Google Workspace and Microsoft environment.
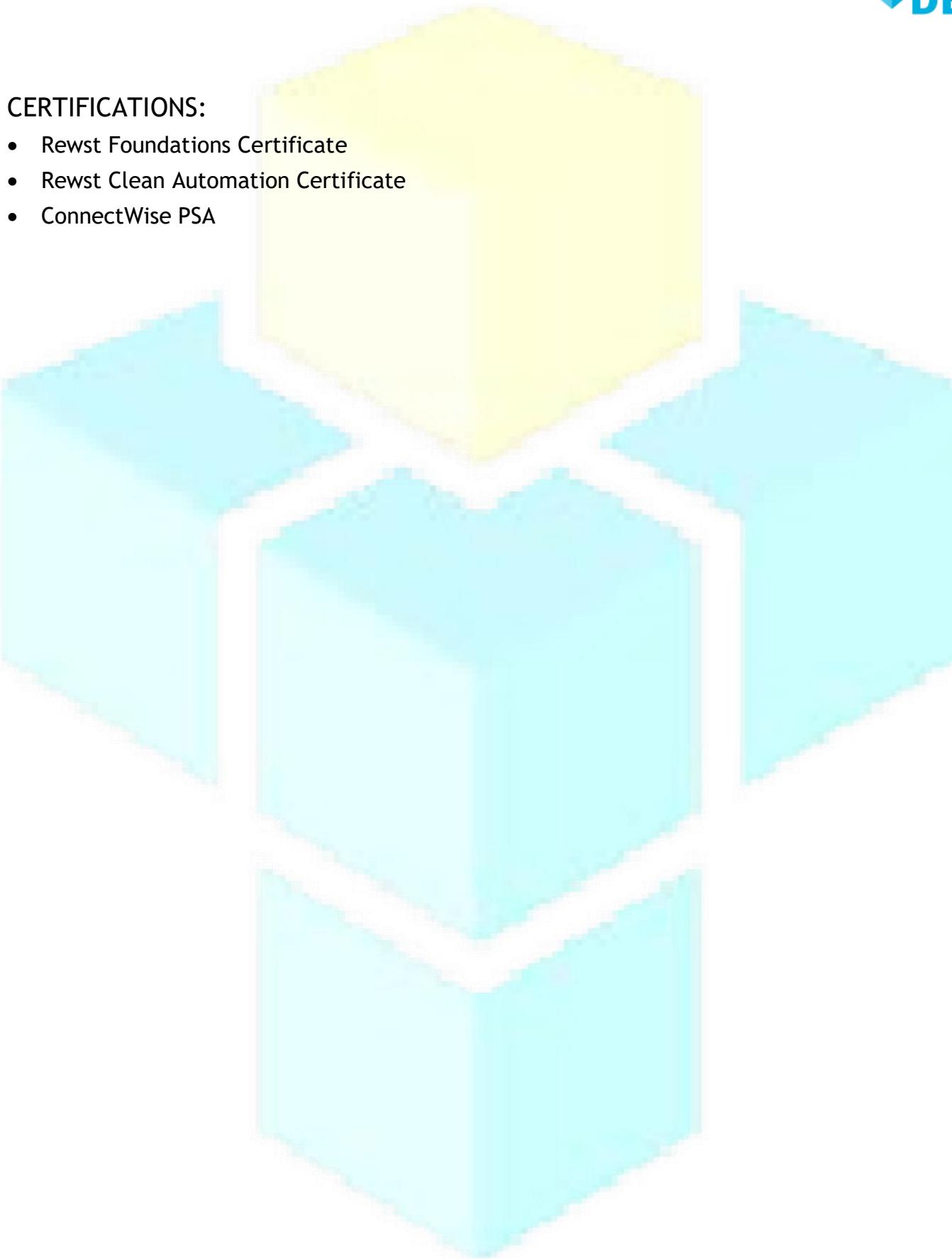
CERTIFICATIONS:

- Rewst Foundations Certificate
- Rewst Clean Automation Certificate
- ConnectWise PSA