

Chinmay Krishn Roy

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Software & AI Automation Engineer | Cloud / DevOps

Summary

Software and AI automation engineer with over 1 year of experience in airline technology, building production automation, AI-assisted diagnostics, transaction-log analysis, and workflow systems that reduce manual work from hours or days to minutes or seconds. Strong in Python, Rust, AWS, Docker, Kubernetes/k3s, CI/CD, Linux, and backend and desktop engineering.

Experience

Accelya Group: Pune, India

May 2025 – Present

Analyst II – L2 Support | Automation & AI Engineering

Jul 2026 – Present

- **Promoted to Analyst II within 14 months after delivering high-impact automation and AI engineering solutions;** supported production IATA NDC operations for Lufthansa Group, Hawaiian Airlines, United Airlines, Delta Air Lines, and Alaska Airlines while expanding ownership across development, deployment, testing, and maintenance.
- **Zendesk AI / Pluno AI Onboarding (Current):** Integrating Zendesk AI and Pluno AI into NDC support workflows by evaluating integration points and AI-assisted operational use cases.
- **nuTrace (Jul 2026):** Architected a native Rust/Tauri platform for Farelogix binary transaction traces (XTR), with indexed search, request-flow analysis, live capture, and instant statistics; replaced manual trace inspection and calculations with **immediate in-app results**. Added lightweight API testing and Spinnaker-based server/IP discovery; shared Rust services power **4 interfaces**: desktop, web, CLI, and MCP.

Analyst I – L2 Support

May 2025 – Jun 2026

- **FPM Automation (Nov 2025):** Designed and developed a modular Python/PyQt6/Selenium desktop platform for IP whitelisting, user provisioning, and PCC management with idempotent execution, retries, audit logging, and post-action verification; reduced service-request execution from **hours to minutes**.
- **MCP / AI Support Automation (Apr 2026):** Engineered an MCP platform integrating AI-assisted transaction-trace diagnostics with Atlassian workflows to **automate much of the end-to-end L2 support workflow**. Added trace search, transaction reconstruction, performance diagnostics, and secure log retrieval with AWS Bedrock/Cognito, authenticated HTTP + STDIO, Docker, private S3 storage, and CI/test pipelines; shortened investigations from **hours to minutes**.
- **Ghost Ticket Refund Automation (Jun 2026):** Built and owned a FastAPI service automating an 18-step refund process through a guarded SOAP workflow with live-state duplicate checks, bulk CSV/XLSX processing, retries/circuit breaking, JWT/RBAC, audit logging, and Docker/GitLab CI; brought batch handling from **hours or days to minutes** and low-volume handling to **seconds**.

Indian Railways: Mumbai, India

Feb 2024 – Mar 2024

Software Development Intern

- Built a prototype real-time train-compartment pressure monitoring system integrating embedded sensing, data acquisition, analysis, and a desktop interface for operational monitoring and edge-assisted decision support.

Selected Projects

cxt: A blazing-fast, AST-aware context packer for LLMs

Aug 2026

- Built a Rust CLI that traces dependencies across **11 languages**, scopes changes with Git diff and `.gitignore` rules, minifies code, redacts secrets, and packages repositories into LLM-ready Markdown; ships automated x64/ARM64 releases for Windows, macOS, and Linux.

Raspberry Pi k3s GitOps Platform: Always-on GitOps homelab

Feb 2026 – Present

- Built and operate a Raspberry Pi 5 k3s cluster with a burst worker, ingress-nginx/MetalLB, NFS persistence, monitoring/alerting, backup automation, and GitHub Actions validation/secret scanning; runs **Immich**, Minecraft, Argo CD, and monitoring workloads.

Additional Open Source: **DeChord** – real-time music key/chord analysis with large-vocabulary recognition, fallback processing, caching, and structured exports; **BitroidDM** – PySide6 BitTorrent search/download manager with an internal download engine, magnet workflows, history/favorites, and network telemetry.

Skills

Programming Languages: Python, Rust, JavaScript/TypeScript, C++, Java, SQL

AI / Automation: MCP, AWS Bedrock, LLM tool integration, AI-assisted development (Codex, Claude Code), Selenium, workflow automation, log analysis, diagnostic tooling

Cloud / DevOps: AWS, Docker, Kubernetes/k3s, Argo CD, GitHub Actions, GitLab CI/CD, Ansible, Helm, Kustomize, Linux, ingress-nginx, Prometheus, Grafana, Cloudflare

Domain: IATA NDC, airline distribution, airline servicing workflows, transaction/log diagnostics

Software / Data: FastAPI, Tauri, PyQt, Node.js, Flask, REST/HTTP, SOAP, WebSockets, MySQL, PostgreSQL, MongoDB, SQLite, S3

Education & Certification

Savitribai Phule Pune University: Smt. Kashibai Navale College of Engineering

2021 – 2025

Bachelor of Engineering in Computer Science and Engineering

CGPA: **8.4/10**

AWS Certified Cloud Practitioner (CLF-C02)

2026