**HARSHAD DUKARE**

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**Summary**

I am an Analyst/Software Engineer at Capgemini with nearly two years of experience includes optimizing IT Service Management

(ITSM) processes, managing middleware tools, and monitoring network infrastructure. I work collaboratively with teams to drive

project success and continuously adapt to emerging technologies.

**Experience**

**Analyst/Software Engineer** | Capgemini – Airoli, Navi Mumbai | February 2023 – Present

* Managed ITSM processes such as Incident, Problem, and Change Management, and monitored SLAs.
* Administered installation, monitoring, patching, and compliance of Middleware tools in internal projects.
* Engaged in Network Infrastructure Monitoring projects to enhance system performance and reliability.

**Skills**

* Python
* Django
* Object-Oriented Programming
* Data Structures & Algorithms
* SQL
* JavaScript
* IT Service Management

**Personal Projects**

**WeBlog** | Python, Django

* Developed a blogging platform using Python and Django, allowing users to create, manage, and publish blog content.
* Implemented features for user interaction, including commenting on posts, and designed a responsive interface to enhance user experience and engagement.

**FoodSella** | Python, Django, Bootstrap

* Created a food ordering system with Python, Django, and Bootstrap, allowing customers to order food, manage their cart, and track orders.
* Built vendor functionalities for managing menus, processing orders, and updating inventory, ensuring an efficient user experience.

**DVMS** | JavaScript, Solidity | *Academy Project*

* Designed and implemented a Voting Management System using Smart Contracts on the Ethereum network, ensuring secure and transparent voting processes.
* Responsible for developing smart contracts and integrating the backend to facilitate seamless interaction between the blockchain and the application.

**Projects**

**Administration of Middleware tools** | Bayer

* Deployed Tanium across multiple environments, ensuring consistent setup and adherence to company standards.
* Managed ITSM processes, including regular patching and security compliance for Tanium.

**Monitoring of Network Infrastructure** | FME

* Managed and prioritized P1 and P2 alerts to ensure timely resolution of critical and high-priority network issues, maintaining system stability and minimizing impact on operations.
* Regularly checked and confirmed the reachability of network devices to ensure consistent connectivity and quick identification of potential network disruptions.

**Education**

**Bachelor of Engineering** – Computer Science | 2022 Passout

MGM’s College of Engg. & Technology | 8.75 CGPA