

# HARSH MISHRA

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## PROFILE SUMMARY

Cloud and DevOps Enthusiast with hands-on experience in Python, SQL, and cloud native solutions. Skilled in deploying secure and scalable solutions on AWS and Azure with a focus on CI/CD, monitoring, infrastructure automation, and AI integration.

## EXPERIENCE

### Cognizant

Analyst

Aug 2025 – Present

Maharashtra, Pune

- **Monitoring:** Managed application and infrastructure monitoring using **Dynatrace** and **AWS CloudWatch** for real-time performance insights.
- **Alerting:** Configured **custom alerts**, **anomaly detection**, and automated notifications to reduce downtime and improve response time.
- **Cloud Platforms:** Handled and optimized **AWS** resources to maintain scalability, reliability, and cost efficiency.
- **Service Management:** Used **ServiceNow** for incident management, problem resolution
- **ITIL Processes:** Followed **ITIL** best practices for incident, change management to ensure stable and consistent operations.
- **SLA Compliance:** Maintained **SLA targets** by prioritizing issues and coordinating timely resolutions.

## TECHNICAL SKILLS

|                       |  |
|-----------------------|--|
| Cloud Platforms       | AWS, Azure, GCP  |
| Cloud Infrastructure  | Terraform, IAM, VPC, Security Groups                                       |
| DevOps                | Jenkins, GitHub Actions, Docker, Load Balancing, DNS, VMs, EC2, Sandboxing |
| Monitoring            | Dynatrace, AWS CloudWatch, Azure Monitor                                   |
| IT Service Management | ServiceNow, ITIL Processes   |
| AI and Automation     | NLP, AI Services, Chatbots   |
| Languages             | Python, SQL  |

## CERTIFICATIONS

- AWS Certified AI Practitioner
- AWS Certified Cloud Practitioner
- Microsoft Azure Fundamentals (AZ-900)
- Generative AI Professional

## EDUCATION

### Bachelor of Science (Information Technology)

2021 – 2024

Ghanshyamdas Saraf College, Mumbai

## PROJECTS

- **Doctor Appointment Management System (Cloud-Based)**  
Deployed a secure and scalable healthcare management system on cloud platforms. Improved performance by 50% through infrastructure optimization and enhanced reliability with cloud backups and DNS management. Integrated an AI-powered chatbot to boost engagement and automate user queries.

## EXTRA-CURRICULAR ACTIVITIES

- Active member and contributor in **GDG (Google Developer Groups)**, Mumbai.
- Member of **The Hackers Meetup**, one of the largest cybersecurity communities.