

# 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

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

## CERTIFICATIONS

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