HIMANSHU JOSHI

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PROFESSIONAL SUMMARY

Seasoned IT expert with over 5 years of experience and a strong understanding of Business and Data Analytics. Skilled in streamlining IT operations and leveraging data-driven strategies to achieve business success, **leading to a 15% increase in profits** through effective on-boarding of new projects and improved client retention.

EXPERIENCE

Business Application Analyst 3 — 11/2024-Present
Kingman Healthcare, Inc — *Kingman, AZ, USA*

- Enforced **least privilege** for **SSRS** and **databases** using **AD groups** and **MFA**, added **CI/CD** approval trails and quarterly reviews, delivered clean **audits**.
- Built a light **data catalog** and **KPI dictionary**, added pipeline checks for **completeness** and **timeliness**, reduced data issues and improved reuse.
- Strengthened **change control** with standard tests rollback and sign offs, lowered release incidents and kept **uptime** high.
- Automated nightly **backups** with retention and quarterly **restore tests**, improved **RPO** from **24h** to **4h** and **RTO** from **8h** to about **1h**.
- Protected **PHI** with **masking** and **row level security**, published simple **sharing rules** and **SOPs**, achieved zero leaks and safer dashboard distribution.
- Built small **ops dashboards** for failed jobs and access anomalies, added **runbooks**, triage became **40%** faster and repeat issues dropped.
- Ran short trainings on safe **data use** phishing basics and **dashboard sharing**, teams adopted better habits and reduced risky patterns.

Data Science Volunteer — 06/2024-11/2024
Learning Engineering Institute, Arizona State University — *Tempe, AZ, USA*

- Designed interactive visualizations for classroom data, reducing analysis time by **70%**.
- Optimized datasets by merging and cleaning, boosting processing efficiency by **85%**.

DevOps Engineer — 05/2022-05/2023
Avizva Solutions — *Gurugram, HR, India*

- Achieved a **30% improvement in data processing speed** by automating ETL processes into Amazon Redshift using AWS Glue.
- Ensured **99.9% operational stability** by rigorously testing and engineering over **15 system designs and application developments**.
- Improved operational efficiency by **25%** by developing over **20** interactive story dashboards using Tableau.
- Amplified overall revenue by **$1 million** for FY23 by bolstering customer retention rates and augmenting incoming portfolio billing by **30%**.
- Accomplished **98% customer retention** and added **15 new customers** by spearheading ML Ops on service usage data and coordinating with the sales team.

Cloud Operation Engineer — 06/2019-05/2022
BlazeClan Technologies — *Pune, MH, India*

- Migrated **16000 users** using AWS ADFS with **100% precision** by implementing AWS SSO and streamlining access through centralized sign-ups.
- Reduced ERP deployment time by **85%** by optimizing cloud service workflows with IaC using Terraform and DevOps services.
- Increased revenue by **20%** while keeping the business unaffected by transforming a monolithic framework into a resilient microservices infrastructure.
- Lessened maintenance time by **200 hours** to just **1 hour** by streamlining tasks for **1600 OS servers with BigFix**.
- Decreased major outage incidents by **95%** by conducting incident response, driving RCA, and implementing countermeasures.

SKILLS

- **Language and Dev Tools:** Python, MsSQL, R, Power BI, Microsoft Suite, Excel (**PIVOT, VLOOKUP, Advanced Functions**).
- **Cloud Platforms and Project Management:** AWS, Oracle, Agile Methodologies, Requirements Gathering, Project Scheduling.
- **Data Analytics and ML:** Statistical Analysis, Feature Importance, Classification, Regression, Redshift, Kinesis, RDS, DynamoDB, S3.
- **Soft Competencies:** Leadership, Analytical Capabilities, Data-Driven Approach, Teamwork.

ACADEMIC PROJECTS

- Visualized global happiness dataset in Tableau and fetched key insights from various factors leading to prosper billions of lives worldwide.
- Predicted EMI defaulters for BestCard, **saving $800k annual losses and increasing $2 million revenue** by usage of various ML Ops algorithm.
- Ran NLP analysis on discussion forum on Reddit, to recommend a possible Anime themes from Manga's, **estimating 27% surge in platform subscriptions**.
- Published a research paper in IJRASET showcasing fauna disease prediction with an impressive efficiency rate of **96.3%**.
- Authored a journal in IJCRT on advanced bio-metric integration, resulting in significant reduction in financial frauds.

EDUCATION

Harrisburg University of Science and Technology - College of Engineering and Technology — 08/2025-Present
Doctorate - PhD, Information System and Engineering Management — *Harrisburg, PA, USA*

Arizona State University - WP Carey School of Business — 08/2023-07/2024
Master of Science - MS, Information System Management — *Tempe, AZ, USA*

University of Pune — 08/2015-07/2019
Bachelors of Engineering - BE, Computer Science — *Pune, MH, India*

ADDITIONAL INFORMATION

- AWS Solution Architect Associate, AWS Developer Associate, HashiCorp Terraform Associate, EDX Python , Google Analytics Individual Qualification, Google Analytics, OCI Certified AI, OCI Foundation Associate, OCI Sunbird Ed Specialty, Scrum Foundation, Business Intelligence Foundation, Certified Kubernetes Administrator.

- **Awards:** Graduate ISM International Aid, 5 Times "You Made Difference Award" (BlazeClan), PMO scholarship scheme (Undergrad's), RSTMS Grant.