**Harshala R. Gonte**

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**CAREER OBJECTIVE:**

Profile with 4+ years of experience to managing technical services, supporting operations and administration. Experience in Technical support role as a team lead managing and operating on customer services. Knowledge in AWS, GitHub, Jenkins(CI/CD Pipeline), Docker And Ansible.

**IT SKILLS**

Cloud Services : AWS (EC2, VPC, S3, SNS, RDS, Route 53) ,Azure

CI/CD Tools : Jenkins-Maven

SCM Tools : Git, GitHub

Configuration Management Tool : Ansible

Monitoring : Cloud Watch

Database : SQL, RDS

Operating Systems : Linux, Ubuntu, Windows

Scripting Language : Shell Scripting, YAML, C/C++, Java, Powershell

**SUMMARY:**

* Knowledge in **AWS cloud** and Its service such as **EC2, VPC, S3, ROUTE 53, IAM, cloud front, cloudwatch, SNS, Auto Scaling and Load balance.**
* User access management with **IAM**, creating groups and roles to manage project specific tasks.
* **Git/GitHub** as SCM creating repository and administrating the user access.
* Sound knowledge in **Jenkins** for **continuous integration and continuous delivery**.
* Sound knowledge on **Docker containers**.
* Configuration management using **Ansible**.
* Sound knowledge on **Azure** platform for Cloud services.
* Knowledge on **Linux** commands.
* Experience in Customer support & service process.
* Proficient in completion of targets with the given time frame.
* Excellent customer service skill with multitasking ability.
* Experience in CRM.
* Experience in data management customer quires.
* Experience in handling teams & external parties.
* Ability to understand SRS (Software Requirement Specification) & Functional Requirements Specification.
* Quick learner and excellent team player.

**PROFESSIONAL EDUCATION:**

**AWS DevOps Professional Training** (Feb 2022 – Aug 2022)

**PROFESSIONAL EXPERIENCE:**

* **Jeeves Consumer Services Pvt Ltd**. **(A Flipkart Company**)

**TeamLeader** (September 2017 to August 2018)

* Managing Customer Quires, sales, Complaints & other interactions.
* Manage System processes and connect between customer and operations team.
* Interactions with operation team for customer satisfaction and achieving the benchmarks.
* Daily closing reports and monthly review for target achievements.
* Manage team of 30 plus members.
* **Videocon Service Centre**. Talegaon

**Team Co-ordinator** (December 2014 to May 2017)

* Coordinating customer and service provider for resolving issues
* Managing of stores at consumer level
* Allocation of jobs on time line bases for technicians.

* **Newton software Pvt Ltd.**

**Research Analyst**  (May 2014 to November 2014)

* Sales and feedback of the consumer product.

**ACADEMIC QUALIFICATION:**

1. **Bachelor of Engg**. (BE) in **INFORMATION TECHNOLOGY** from Pune University, passed out in 2013 in **First Class** with **64.53%.**
2. **Diploma of Information Technology (MSBT)** From Maharashtra Board passed out in 2007 with **58.67%.**
3. **HSC** passed out in 2004 with **56.66 %**.

**PERSONAL SKILL:**

* Comprehensive problem solving ability, willingness to learn.
* Ability to learn new languages and to work under pressure.
* Ability to work as a team and to work individually also.

**PERSONAL INFORMATION**

Languages known : English, Hindi & Marathi

Nationality : Indian

Address : Aundh, Pune, 411007

**DECLARATION**

I consider myself confident of my ability to work in a team. I hereby declare that the above information is true to the best of my knowledge.

Place : Pune

Harshala R. Gonte.