

# Harsh Vashi

## AWS Solution Architect

Cloud Infrastructure (AWS-focused) | Databases | Infrastructure as Code (IaC)

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### Professional Summary

IT professional with 5 years of experience in cloud infrastructure and IT operations, specializing in AWS (EC2, S3, RDS, IAM), Infrastructure as Code (Terraform, CloudFormation), and CI/CD automation. Skilled in incident management, monitoring (CloudWatch, Grafana), and system security, consistently resolving 95% of escalated issues within SLA and reducing downtime by 20%. Experienced in mentoring teams, optimizing processes, and implementing scalable cloud solutions to improve performance and efficiency. Certified in AWS and trained in cybersecurity, positioned to help OpenText enhance system reliability, enforce compliance, and drive cloud transformation initiatives.

### Experience

#### Concentrix Canada - Subject Matter Expert, Sr. Tech

Nov 2024 - Present

- Resolved 95% of escalated cloud, application, and network incidents within SLA, reducing downtime by 20% and strengthening service reliability.
- Mentored and trained 10+ junior advisors, lowering repeat incidents by 15% and accelerating onboarding efficiency by 25%.
- Collaborated with Tier 2/3 support and product teams to resolve recurring bugs, decreasing re-open rates by 12%.
- Drove knowledge-sharing initiatives that increased team troubleshooting efficiency by 10%, enabling faster cross-team incident resolution.

#### Glentel INC - Technical Sales Expert

April 2024 - Oct 2024

- Delivered technical solutions that boosted customer retention by 15% and identified upsell opportunities valued at \$250K annually.
- Achieved a 90% user satisfaction rate on onboarding calls by simplifying complex infrastructure concepts.
- Resolved hardware issues for key accounts, ensuring 99% business continuity and eliminating 30+ hours of downtime monthly.
- Implemented customer service strategies that improved satisfaction scores by 12%, increasing NPS performance.

#### Toronto Data — Solution Architect Intern

September 2023 – December 2023

- Conducted requirements gathering sessions that reduced project scoping errors by 20%, enabling precise cloud solution designs.
- Supported kick-off and handover meetings, improving sales-to-delivery transitions by 15%.
- Assisted with 3 successful cloud migration projects, ensuring delivery within budget and timeline.

#### Enjay IT Solutions LTD - Solution Architect

Mar 2020 - April 2022

- Achieved 95% user adoption of CRM deployments through customized training and post-implementation support.
- Optimized lead capture and workflow automation, driving a 12% increase in conversion rates.
- Reduced customer churn by 8% by implementing service tracking and proactive engagement strategies.
- Developed Excel-based training modules that improved end-user proficiency by 20%, decreasing support ticket volume.

#### Konark Tech Solutions – Application Support Specialist

May 2018 – May 2023

- Managed client relationships worth \$500K+ in recurring annual revenue, sustaining long-term partnerships.
- Onboarded new clients and tailored solutions, contributing to a 15% year-over-year revenue increase.
- Recommended and deployed cost-efficient solutions that cut implementation costs by 10% while improving satisfaction.
- Delivered post-sale technical support that resolved 95% of client issues within SLA, boosting system reliability and client trust.

## Certifications

### **AWS Solution Architect Associate — AWS**

- In-depth study of advanced AWS solutions, including Lambda, Terraform, IAM, S3, EC2, CloudFormation.

### **Google IT Fundamentals — Google**

- Gained skills in IT support, troubleshooting, networking, operating systems, system administration, and security.

### **AWS Cloud Practitioner — AWS**

- A solid understanding of core AWS services, billing, security, and architecture best practices.

### **Python Programming — Udemy**

- Developed skills in Python programming, data structures, functions, and libraries for software development.

### **Microsoft Excel Certificate — Udemy**

- Mastered advanced Excel functionalities, data analysis, pivot tables & complex formulas to enhance productivity.

## Leadership & Projects

### **Cloud Management**

- Created and Deployed cloud servers, hosted a website using AWS services like EC2, S3, CloudWatch and IAM.

### **BlackJack Game**

- Developed a web program for BlackJack games using Python and its Libraries.

## Education

**Sault College, Toronto** - Post Graduate Diploma in Cyber Security - Canadian Context

**Laxmi Institute of Technology, India** - Bachelor's in Information Technology

**Courses:** Python Programming, Software Development, Product Development, Cloud Computing, Infrastructure as Code

**Concentration:** Software Management, Design Thinking, Software Testing

## Skills

**Cloud Platforms:** AWS (EC2, S3, RDS, Lambda, IAM, API Gateway, CloudWatch, CloudTrail)

**Infrastructure as Code:** Terraform, CloudFormation

**Database:** Relational DBMS (MS SQL Server, PostgreSQL/Postgres, Oracle, MySQL).

**DevOps & Automation:** CI/CD (GitHub Actions, Jenkins), Git, Bash, AWS CodePipeline

**Monitoring & Logging:** AWS CloudWatch, ELK Stack (basic), Prometheus & Grafana (learning)

**Systems & Networking:** Linux (EC2/Linux-based environments), VPC, VPN, Subnetting, Route Tables

**Security Best Practices:** IAM Roles/Policies, Resource Access Controls, Encryption at Rest & Transit

**Tools & Technologies:** Ansible (introductory), Jira, GitHub, Azure DevOps, Visual Studio Code, Kernel, OS, Storage Systems.

**Soft Skills:** Cross-functional collaboration, customer-focused troubleshooting, analytical problem-solving, escalation management