

Harsh Patel

📍 Boston, MA ✉️ harsh.patel4@outlook.com ☎️ (508) 838 9447 🌐 US Citizen

Results-driven Project Manager with expertise in driving end-to-end project execution and scalable infrastructure solutions, seeking to leverage collaborative leadership and technical proficiency in a challenging new role.

EXPERIENCE

Project Manager

RailPod

May 2024 – Present, Boston, MA

- Effectively led project delivery management by assigning internal teams, prioritizing tasks, and liaising with Hardware, Operations, Project Engineering, and Software departments as required.
- Managed project schedules and budgets, overseeing timely delivery, workforce and staff optimization, and project cost control through invoicing and expense tracking.
- Contributed to proposal development by reviewing RFPs, producing accurate cost estimates, and crafting comprehensive technical proposals in collaboration with RailPod team members.
- Designed and managed project tracking systems to assess project priorities objectively, ensuring responsiveness to both present and future workload demands.
- Monitored and reported on project status, proactively addressing and escalating issues to ensure alignment with RailPod or client team requirements.

Data Processor

RailPod

October 2023 – April 2024, Boston, MA

- Identify and rectify data discrepancies and inconsistencies, bolstering the efficacy of data processing utilized by over 200 Railroads.
- Utilize a suite of in-house developed software tools leveraging Python, SQL, Google Sheets, and JavaScript to conduct comprehensive data quality assessments, guaranteeing precision, thoroughness, and alignment with organizational and industry benchmarks.
- Manage concurrent requests from executives and tickets, ensuring timely resolutions through effective communication and adherence to SOPs.

Cloud Engineer

UKG

April 2021 – July 2023, Lowell, MA

- Planned and implemented weekly express upgrades for servers in Australia, overseeing end-to-end releases, including scoping, planning, and execution by utilizing RightScale, Confluence, PostgreSQL, and Postman.
- Optimized a seamless migration of 50+ enterprise-level applications to GCP cloud infrastructure, ensuring zero downtime and improving system scalability by 35%.
- Managed and performed RCA for services downtimes by administering extensive diagnostics like thread dump and heap dump. Technologies: Java, Splunk and Grafana.
- Responsible for deployment, configuration, and maintenance of hosted applications (Google Cloud Platform).
- Engineered a multi-cloud architecture that improved system resilience by 30%, leveraging expertise in GCP to ensure high availability and disaster recovery across critical business applications.

EDUCATION

Master of Science in Engineering Management

University of Massachusetts Lowell • Lowell, MA • May 2024

Bachelor of Science in Computer Science

University of Massachusetts Lowell • Lowell, MA • May 2021

SKILLS

Programming Languages: Python, PostgreSQL, SQL, HTML, CSS, JavaScript, C/C++, Intel x86

Operating Systems: Linux, Unix, Mac OSX, and Windows

Environments: Visual Studio, Vim, Jupyter, Spyder

Other Relevant Skills: Jira, Linux/Unix Command Line, GitHub, GCP, Certified in MS PowerPoint, Jenkins, Splunk, Grafana, Postman, Salesforce, ServiceNow, RightScale, Confluence, Excel, Smartsheet, Paycove, CRM