

HARSH PATEL

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Cloud Engineer with over two years of experience troubleshooting, managing, updating software assets, supporting IT infrastructures, and administering cloud services.

PROFESSIONAL EXPERIENCE

UKG

Lowell, MA

Cloud Engineer

April 2021 – Present

- Responsible for deployment, configuration, and maintenance of hosted applications (Google Cloud Platform)
- Manage and perform RCA for services downtimes by administering extensive diagnostics like thread dump and heap dump.
- Resolve client incidents as well as internal cases in a timely manner.
- Create SQL Scripts to automate tasks for internal use.
- Collaborate with engineers to standardize and document standard operating procedures for external use.
- Perform API calls using Postman for functional tests, integration tests and regression tests.
- Implement advance troubleshooting dashboards using Grafana and Splunk

Railpod

Boston, MA

Software Engineering Intern

2019 – 2021

- Designed, developed, and implemented end user tools to enable clients to analyze and visualize live data collected by autonomous railway inspection vehicles. Technologies: Python, PostgreSQL, Matplotlib
- Participated in product development team as quality assurance member during product development, testing and release.
- Quality assurance of client facing data by validating Lidar and Track data.
- Collaborated with Product Development and Customer Support teams on bug resolution and fulfilling customer requirements.

Railpod

Boston, MA

Shadow Operator

May 2019 - August 2019

- Optimized data collection procedures and responsible for generating daily reports.
- Presented findings and data to team to improve strategies and operations.
- Used Amazon AWS EC2 terminal to perform tasks quickly and efficiently.

EDUCATION

University of Massachusetts Lowell

Lowell, MA

Bachelor of Science in Computer Science

Spring 2021

U Mass Lowell Cricket Team

2017 – 2020

- Played batsman position.
- Qualified for Nationals and traveled to Houston, TX in 2019 (placed Top 8)
- Traveled to NYC in 2018 for Regionals and won the Tournament.

SKILLS

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

Exposure to Languages: jQuery, Apache Cassandra, PHP, MIPS Assembly, OCaml, SFML, Haskell, Prolog

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

Programming Environments: Visual Studio, Vim, Jupyter, Spyder

Other Relevant Skills: Jira, Linux/Unix Command Line, GitHub, GCP, Certified in MS PowerPoint, Jenkins, Splunk, Grafana, Postman