

# Harsh Patel

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Seeking a challenging role in engineering management where I can contribute to strategic planning, team management, and process optimization. Eager to leverage academic knowledge and practical experience to drive organizational success and contribute to innovative projects.

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## 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

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## EXPERIENCE

### Data Processor

#### RailPod

October 2023 – Present, 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.

### Software Engineering Intern

#### RailPod

May 2019 – April 2021, Boston, MA

- 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.
- Conducted meticulous Quality Assurance reviews for the Product Development team across all phases of product lifecycle, including development, testing and deployment of technological enhancements for the autonomous railway inspection vehicle.
- Collaborated closely with Product Development and Customer Support teams to troubleshoot bugs and fulfill customer requirements, contributing to successful development and deployment of products.
- Developed a Python-based automation tool that streamlined the data collection process from diverse sources, reducing the time needed for weekly report generation by 30%.

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## SKILLS

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

**Exposure to Languages:** jQuery, Apache Cassandra, PHP, MIPS Assembly

**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