

# ABHINAV JANGRA

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## EDUCATION

### Cloud Development and Operations - Graduate Certificate

Sep 2024 – Apr 2025

Algonquin College, Ottawa, Ontario, Canada

- GPA: 3.7 / 4.0

### Business Intelligence and Systems Infrastructure - Graduate Certificate

Sep 2023 – Apr 2024

Algonquin College, Ottawa, Ontario, Canada

- Dean's Honors List: - GPA: 3.75 / 4.0

### Bachelor of Technology in Computer Science and Engineering

Aug 2017 – July 2021

Chitkara University, India

- Graduated with a 9.1/10.0 CGPA

## WORK EXPERIENCE

### Senior Analyst

Jul 2021 – Aug 2023

eClerx Services

- Automated campaign workflows and reporting with SQL and Excel, improving data accuracy by 20% and streamlining performance tracking for marketing campaigns.
- Executed multi-channel campaigns (email, push, in-app) through HTML/CSS and Bullseye, boosting customer engagement by 25%.
- Optimized audience segmentation and data extraction using SQL and internal tools, reducing query times by 30% while enhancing targeting precision.
- Coordinated with cross-functional teams to manage over 60 JIRA tickets weekly, ensuring timely campaign delivery and client satisfaction.

## PROJECTS

### E-commerce Platform on AKS - Azure

Nov 2024 – Dec 2024

Cloud Development and Operations, Algonquin College, Canada

- Developed and deployed a scalable e-commerce platform on Azure Kubernetes Service (AKS) using microservices architecture with Node.js, Rust, Go, and Vue.js.
- Integrated RabbitMQ, MongoDB, and AI services (OpenAI LLM and DALL-E) to streamline order processing and improve user experience.

### VMware to Azure Migration

Nov 2024 – Dec 2024

Cloud Development and Operations, Algonquin College, Canada

- Led migration of a VMware-hosted application to Azure with Azure Migrate, achieving seamless replication, deployment, and validation.
- Resolved complex issues during migration, fine-tuning VM configurations and network settings to maintain availability and performance.

### AI-Assisted Business Intelligence (Capstone Project)

Jan 2024 – Apr 2024

Canada Post, Canada

- Developed a web application leveraging Generative AI (GPT-3) and PostgreSQL to automate data analysis for Canada Post, enabling real-time insights through AI-generated queries, interacting with large datasets while ensuring data security.
- Optimized performance and cost-efficiency, achieving sub-5 second query responses and maintaining operational costs under \$0.5 by implementing caching, autocomplete features, and a modular design to ensure scalability and flexibility.

## CERTIFICATIONS AND KEY SKILLS

**Certifications & Tools:** Microsoft Certified: Azure Fundamentals, SQL (Hacker Rank), Python, and Generative AI Fundamentals (Databricks). Proficient in Azure DevOps, Azure Kubernetes Service (AKS), Terraform, Jenkins, Docker, and CI/CD pipelines. Experienced with monitoring tools such as Azure Monitor and Log Analytics for system performance and incident management.

**Technical Skills:** Skilled in Python, Java, C++, JavaScript, SQL, and PowerShell scripting. Expertise in designing scalable microservices, implementing infrastructure-as-code (IAC) with Terraform, and managing containerized applications with Kubernetes and Docker. Adept at data analysis, visualization (Power BI, Tableau), and cloud-based automation.

**Soft Skills:** Exceptional communication, analytical, and leadership abilities with a proven track record of team collaboration and problem-solving. Strong adaptability to evolving cloud technologies, delivering efficient and secure solutions in high-pressure environments.