HARSHVARDHAN SAXENA

Explore who I am !

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Experience

Open Systems   Noida, Uttar Pradesh
Junior Customer Operations Engineer   2024 - Present

- Automated network operations workflows using Azure Synapse Analytics, Grafana's PromQL , Loki & Prometheus for data retrieval and analysis.
- Resolved ISP bandwidth contract breaches and compliance gaps, boosting revenue and supporting strategic decision-making for 200+ customers.
- Verify MEP user count verification, ensuring contractual adherence by collaborating with finance and procurement teams to translate technical network performance insights into actionable business outcomes.

Open Systems   Noida, Uttar Pradesh
Internship   03/2024 - 09/2024

- Built a Slack bot during Swiss based HA-CK'24 hackathon to ease the relative need of finding expertise during Mission Control NOC, Academy and new lunch ideas nearby
- Earned Process Engineer (PE) certification by mastering network hardware monitoring, user account management, and issue resolution.
- Strengthened third-party communication and troubleshooting skills by resolving ISP-related issues for global clients.

Hitachi Rail   Noida, Uttar Pradesh
Linux Engineer Intern   06/2023 - 07/2023

- Configured MPP (" Microlok Peripheral ") devices for 14 major stations over a Distributed Cloud Network on OpenSuse / Redhat.
- Designed and linked layouts for 2 consecutive parts of territory.
- Carried out automation testing for 3 major stations that are currently commissioned in real time on the TDL-CNB junction.
- Formulated Python program to automate BitList for easy creation and implementation reducing workload by 60%.

Education

Jaypee Institute of Information Technology   Noida, Uttar Pradesh
Bachelors of Technology (I.T.) | CGPA : 7.0   2020 - 2024

Ryan International School   Noida, Uttar Pradesh
Class 12th [CBSE] | Percentage : 92%   2020

Ryan International School   Noida, Uttar Pradesh
Class 10th [CBSE] | Percentage : 86%   2018

Projects

MARKET-TREND SYNC   LINK
HTML | CSS | JAVASCRIPT | REACT | GOLANG(GO)

- An efficient time series analysis of nifty versus bank nifty + net earnings.
- Uses 2 different graphical tools and cards to showcasing change in prices over period.

OBE (Outcome Based Education) AUTOMATION   LINK
HTML | CSS | VANILLA+BOOTSTRAP | JAVASCRIPT | REACT | SPRING BOOT(JAVA) | MYSQL |POSTMAN

- An automation portal specifically designed for teachers/faculties/HOD's
- Generates various sheets according to given dataset for CO-PO mapping , final attainment sheet for over 9+parameters
- Has 2 different interfaces for Faculties + HOD
- Each HOD can govern up to 10-15 faculties

JOJO BOT   LINK
PYTHON | DISCORD.PY | WEB SCRAPPING

- Developed a product-discord bot that recommends other bots from over 12+ significant categories
- Created especially for new discord users to help ease the use of application
- Helps build and engage with the community in terms of exploration of features based on suggestions and top 2 ratings

Skills

Languages: C/C++, HTML, CSS, JavaScript, Python, MySQL, PromQL

Frameworks: Bootstrap, React, NumPy, Pandas

Tools: Git, GitHub, SQLite, Wireshark, Oracle, Amazon Web Services (AWS), Azure Synapse Analytics, Asana, Grafana (/Loki/Thanos/Prometheus)

Platforms: Linux, Kali Linux, OpenSUSE, Windows, Web