

Harshit Sinha

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Professional Summary

Results-driven IT Service Management professional with over 1.5 years of experience specializing in high-pressure shift operations and end-to-end incident lifecycles. Currently serving as a **Shift Lead at Capgemini**, I focus on bridging the gap between technical resolution and superior user experience by leveraging data analytics to drive automation and process efficiency. Expert in managing cross-functional teams, ensuring strict SLA compliance, and translating complex client requirements into actionable service improvements.

Professional Experience

Shift Lead | Capgemini

Apr 2024 – Present

- **Operational Excellence:** Spearhead 24/7 shift operations, maintaining a rigorous focus on KPIs and GOS backlogs to ensure 100% service availability and audit compliance.
- **Data-Driven Process Improvement:** Analyse service desk trends using MS Excel and PowerPoint to implement automated workflows and enhance chatbot user journeys.
- **Stakeholder Engagement:** Act as the primary point of contact for global clients, aligning technical delivery with business objectives through performance review meetings.
- **Incident Leadership:** Manage critical real-time incidents, coordinating with L3 and cross-functional teams for rapid service restoration and post-incident reporting.
- **Mentorship:** Lead and mentor a team of engineers, using quality audits and feedback loops to improve first-call resolution (FCR) rates.

Operations Engineer | Indus Towers

Dec 2022 – Jan 2024

- **Infrastructure Management:** Orchestrated operations for 150+ distributed telecom nodes, transitioning to an autonomous, smart operations model ensuring 99.9% uptime.
 - **Performance Engineering:** Leveraged predictive analytics and Root Cause Analysis (RCA) to eliminate recurring systemic failures and resolve bottlenecks.
 - **Risk Management:** Managed critical infrastructure risks through strategic negotiation and Business Continuity Planning during environmental and legal challenges.
 - **Resource Optimization:** Utilized data-driven analysis to optimize energy consumption and reduce operational costs and infrastructure waste.
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Technical Skills

- **Systems & Management:** Windows 10/11, macOS, Linux, Active Directory (AD), Azure AD, and Microsoft 365 administration.
- **ITSM Tools:** ServiceNow, Jira Service Management, Zendesk, TeamViewer, and Any Desk.

- **Automation & AI:** Python, PowerShell, Robotic Process Automation (RPA), AI-assisted ticketing, and GenAI knowledge base optimization.
 - **Networking & Cloud:** AWS, Microsoft Azure, TCP/IP, DNS, DHCP, VPNs, MFA, and SSO.
 - **Cybersecurity:** Endpoint security, threat detection, and data privacy regulations.
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Projects

Saran Tax Solutions (Web Development)

- Engineered a professional platform using **WordPress** and **PHP** for tax consultancy, featuring specialized modules for **GST and Income Tax filing**.
- Implemented **OAuth** security, bot protection, and high-fidelity **UI/UX** via Elementor to streamline client engagement.

Smart Surveillance System (IoT)

- Designed an IoT-based security system using **Arduino UNO** and **PIR sensors** for motion detection in high-security areas.
 - Developed a real-time user notification alert system utilizing a **Sim 800 GSM module**.
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Education

B.Tech in Electronics and Communication Engineering | 2022 *Babu Banarasi Das National Institute of Technology and Management*

Class 12th (C.B.S.E) | 2016 *Sunbeam School Rohania, Varanasi*

Certifications

- **Python Data Structures:** Specialized certification from Coursera covering complex data organization and algorithmic efficiency.
 - **Google Workspace (G-Suite):** Advanced administration certification focusing on enterprise-level collaboration and productivity tools.
 - **Business Transformation with Google Cloud:** Expertise in leveraging cloud infrastructure for operational scaling and digital modernization.
 - **ITIL Foundation Principles:** Deep understanding of modern Service Desk frameworks, including Incident and Problem Management (Inferred from).
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Research Papers

- **Challenges of Big Data for Development:** Published in *IJRASET*, Volume 9 Issue V (May 2021). Analysed the complexities of scaling data infrastructure for emerging economies.
- **Smart Surveillance System:** Published in *IJAEM*, Volume 3 Issue 7 (July 2021). Detailed the architectural design and logic for sensor-based automated security.