

# Himanshu Gandhi

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## SUMMARY

Aspiring cloud computing professional with a strong foundation in digital literacy and technology proficiency. Experienced in leveraging technology to improve efficiency and enhance customer experiences. Currently pursuing a Post Graduate Certificate in Cloud Computing Technologies to gain skills applicable to cloud environments. Eager to apply problem-solving abilities and a passion for learning to contribute effectively as a Cloud Intern.

## TECHNICAL SKILLS

- **Languages & Scripting:** Python, Bash, Shell Scripting, YAML, JSON
- **Cloud Platforms:** AWS (EC2, S3, Lambda, IAM, CloudWatch), Azure (Functions, Static Web Apps, Blob Storage), GCP
- **DevOps & CI/CD Tools:** Git, GitHub, GitHub Actions, Jenkins, Docker, Kubernetes, Ansible, Terraform
- **Infrastructure & Configuration:** VPC, Load Balancers, Security Groups, DNS, CDN, Infrastructure as Code (IaC)
- **Operating Systems & Servers:** Linux (Ubuntu, CentOS), Windows Server, Active Directory, Remote Desktop
- **Monitoring & Security:** Azure Monitor, AWS CloudWatch, IAM, Cloud Security, Role-Based Access Control (RBAC)
- **Project & Workflow Tools:** Jira, Microsoft 365, Agile Methodology
- **Networking:** TCP/IP, DNS, DHCP, HTTP/S, VPN, NAT, Routing Protocols

## PROJECTS

<b>Portfolio Website with Azure CI/CD Deployment</b>	<a href="#">Link</a>	GitHub Repo	May 2025
<ul style="list-style-type: none"><li>• Technologies Used: HTML, CSS, JavaScript, Azure Static Web Apps, GitHub Actions</li><li>• Developed and deployed a responsive personal portfolio using Azure Static Web Apps.</li><li>• Configured GitHub Actions for CI/CD to automate deployments on code commits.</li><li>• Implemented Git version control and managed deployment issues efficiently.</li></ul>			
<b>Serverless Web App with Azure Functions and Static Web App</b>	<a href="#">Link</a>	GitHub Repo	May 2025
<ul style="list-style-type: none"><li>• Technologies Used: Azure Functions, HTML, CSS, JavaScript, GitHub Actions, Optional: Cosmos DB / Blob Storage</li><li>• Built a serverless web app with Azure Static Web Apps (frontend) and Azure Functions (backend).</li><li>• Created an HTTP-triggered function to handle form submissions via JavaScript.</li><li>• Set up GitHub Actions for CI/CD, enabling auto-deployment on push.</li><li>• Integrated data persistence with Azure Blob Storage or Cosmos DB for storing user input.</li></ul>			

## EXPERIENCE

<b>Ets. Africainde</b>   <i>Customer Service Representative</i>	Jun 2019 - May 2023
<ul style="list-style-type: none"><li>• Provided customer support via phone, email, and in-person, assisting an average of 50+ customers daily with liquor product inquiries.</li><li>• Maintained a 90%+ customer satisfaction (CSAT) score, ensuring prompt issue resolution and client retention.</li><li>• Achieved a first-contact resolution rate of 85%, reducing the need for escalations and improving efficiency.</li><li>• Exceeded sales targets by 15-20% through proactive cross-selling and upselling of banking products based on customer needs.</li><li>• Trained and mentored new hires, improving onboarding efficiency and customer service standards.</li></ul>	
<b>Rajasthan Computer Academy</b>   <i>IT Support Assistant</i>	Jul 2016 - Dec 2018
<ul style="list-style-type: none"><li>• Delivered first-line technical support across desktops and laptops running Windows OS.</li><li>• Created and deployed provisioning packages using Windows Configuration Designer for system automation.</li><li>• Resolved common hardware/software issues, login problems, and remote access errors.</li><li>• Provided support for Microsoft Office, system updates, and performance tuning.</li><li>• Maintained user accounts and access rights, and documented resolutions for frequent issues.</li></ul>	

## EDUCATION

<b>George Brown College</b>	May 2025 - Apr 2026
Cloud Computing Technologies	Toronto, ON
<ul style="list-style-type: none"><li>• <b>Coursework:</b> Microsoft 365, Microsoft Azure (Admin, Architect, Security), AWS (Practitioner, Solutions Architect, Security), Advanced Linux, Windows Server, Networking Fundamentals</li></ul>	
<b>Fleming College</b>	May 2024 - Dec 2024
Project Management Post Graduate Certificate	Toronto, ON
<ul style="list-style-type: none"><li>• <b>Achievements:</b> Awarded \$1,000 CAD Academic Excellence Bursary at Fleming College for achieving a 93% score in Semester 1 of Project Management Post-Graduate Program.</li></ul>	
<b>University of Rajasthan</b>	May 2015 - Jun 2019
Bachelor's in science (Physics, Chemistry & Mathematics)	Jaipur, INDIA

## CERTIFICATIONS

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|--|---|
| • <b>Google:</b> Cloud Cybersecurity Professional Certificate   Sep 2024 | • <b>Google:</b> Cloud Data Analytics Professional Certificate   Aug 2024 |
| • <b>Google:</b> Project Management Certificate   Aug 2024               | • <b>Google:</b> Data Analytics Professional Certificate   July 2024      |

## AWARDS

- Awarded \$1,000 CAD Academic Excellence Bursary at Fleming College for achieving a 93% score in Semester 1 of Project Management Post-Graduate Program.

## LANGUAGES

- English (Fluent), French (Fluent), Hindi (Native)