

HARSHIT MAANN

Cloud | DevOps | IT Operations

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SUMMARY

Cloud, DevOps, and IT Operations professional with 2+ years of hands-on experience across production support, infrastructure automation, and full-stack engineering. Track record of measurable impact: cut manual reporting time 40% through Python and VBA automation, and built production-style incident response, observability, and AI/RAG systems using FastAPI, Docker, Prometheus, and PostgreSQL. Google Cloud certified, ITIL-trained in ServiceNow, and BSc Computer Science graduate with First-Class Standing.

TECHNICAL SKILLS

Cloud & Containers: Azure, Google Cloud, AWS, Docker, Kubernetes

DevOps & CI/CD: Terraform (IaC), GitHub Actions, GitLab CI, Jenkins, Ansible, Git, Agile/Scrum

IT Operations & Observability: ServiceNow, ITIL, Incident Management, Prometheus, Grafana, Structured Logging, Runbooks

Programming & AI: Python, FastAPI, SQL, Java, C/C++, JavaScript, RAG & LLM Integration (Ollama, pgvector, Sentence Transformers)

Databases & Systems: PostgreSQL, SQL Server, Linux, Bash, Windows Server, Networking

EXPERIENCE

Consultant, IT Operations | FDM Group

Apr 2026 - Present | Toronto, ON

- Practiced Agile IT Service Management (Scrum/Kanban) in ServiceNow: created change requests, resolved incidents, authored knowledge articles, and converted recurring incidents into problem records.
- Administered Unix/Linux systems through shell scripting and command-line automation, and built Python automation with prompt-engineered LLM API calls to speed up repetitive operational tasks.
- Administered core Azure services, including virtual machines, networking, storage, identity and access management, and monitoring, to support enterprise cloud infrastructure.
- Built DevOps automation workflows with Terraform (IaC), Docker, and Kubernetes, and used Jenkins for CI/CD to support scalable, repeatable application deployments.

Financial Systems Analyst | HPG Property Development

Aug 2024 - Jul 2025 | Thunder Bay, ON

- Cut manual financial reporting time by 40% by building Python and Excel VBA automation for recurring accounting workflows.
- Improved data reliability across finance applications by administering SQL Server queries, stored procedures, and schema updates.
- Increased budget visibility for management by building KPI dashboards used directly in planning decisions.

Supervisor | Gateway Casinos & Entertainment

Jun 2023 - May 2026 | Thunder Bay, ON

- Maintained uninterrupted service in a high-volume 24/7 environment by triaging live operational issues and escalating with clear context.
- Improved cross-shift handover accuracy by coordinating incident status and priorities with staff and management under tight timelines.

Leadership & Campus Involvement

2024 - 2025 | Thunder Bay, ON

- **Operations Manager, TEDxLakeheadU** and **Board Member, LUSU:** directed conference logistics, budgets, and volunteer teams, and contributed to board-level governance and policy oversight.

PROJECTS

ContractIQ, AI-Powered Document Intelligence Platform | Python, FastAPI, React, PostgreSQL, pgvector, Ollama

- Built a full-stack Retrieval-Augmented Generation app that lets users upload PDFs and query contents in natural language, using a PDF-to-embeddings pipeline with pgvector similarity search in PostgreSQL to ground answers via a local LLM.

Casino AppSupport, Production-Style Application Support Lab | Python, FastAPI, Prometheus, Docker, GitHub Actions

- Simulated upstream dependency failures across three modes to validate incident response, using a Prometheus metrics endpoint, structured logging, and CI-driven smoke tests.

EDUCATION

BSc, Computer Science | Lakehead University

Jan 2023 - Feb 2026 | Thunder Bay, ON

First-Class Standing | 3.7 GPA | Dean's List (multiple terms)

CERTIFICATIONS

Google Cloud: Cloud Computing Fundamentals, Infrastructure in Google Cloud, Networking & Security in Google Cloud

Microsoft Azure: Develop Generative AI Apps in Azure

AWARDS & RECOGNITION

Featured in *Maclean's* Magazine as a voice representing the international student community across Canada | Convocation Student Speaker, Lakehead University Spring Convocation 2026 | Lakehead Leaders Award 2024-25