

Harisankar

Senior Cloud Architect



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PROFESSIONAL SUMMARY

Innovative Technical Architect blending comprehensive DevOps expertise with advanced Generative AI capabilities. Specializes in cloud infrastructure, containerization, and integrating LLMs (Vertex AI, Gemini) to build automated, proactive enterprise tools. Strong technical leader passionate about leveraging scripting and modern configuration management to streamline operations, reduce operational drag, and drive strategic business growth.

SKILLS

AI deployment and management

API design and integration

Scripting languages (Python, Shell)

Configuration management (Ansible, Terraform)

Version control (GitHub, SVN)

Containerization (Docker)

Security operations implementation

Network security (IAM, VPC, SCC)

Cloud platforms (GCP, AWS)

CI/CD (Jenkins, Cloud Build, Lambda)

Stakeholder communication

Agile project management

EXPERIENCE

SENIOR CLOUD ARCHITECT, Hyderabad

Cognizant Technology Solutions, July 2025–Present

Project: Digital SME (Proactive Intelligence Workflow)

Designed Digital SME, an intelligence-driven workflow with a chatbot and dashboard, utilizing Vertex AI, Gemini Enterprise, and Cloud Run to shift support from reactive to proactive and automated.

Key achievements:

- Built an Intelligent Customer Prioritization engine using historical data (escalation rates, CES, stagnation) to flag high-priority customers pre-escalation.
- Developed an automated case review pipeline generating structured insights to instantly identify high-risk ("Smoky") cases, replacing manual reviews.
- Launched an interactive troubleshooting chatbot (Gemini Enterprise) for Support Engineers, sourcing solutions from the 'Golden dataset'.

Projected Impact: 20% support productivity gain, 10% reduction in consult rates and smoky cases via query deflection and high-accuracy guidance.

Project: C.O.R.E (Comprehensive Online Review of Expertise)

Engineered CORE, a full-stack Angular/PostgreSQL assessment framework for systematic digital competency evaluation, moving past manual reviews.

Key achievements:

- Integrated Gemini 2.5 Flash for dynamic, computerized adaptive assessments, automatically tailoring question difficulty and generating custom queries with basic proctoring.
- Architected an integrated Linux sandbox lab (large VM/Docker) for hands-on terminal evaluations, configured for secure self-destruction post-completion.
- Launched a Gemini-powered Behavioral AI simulator to evaluate soft and technical skills across multiple personas and scenarios.

Projected Impact: 60% improvement in quality hiring and 35% advancement in critical metrics for Cloud Support.

SENIOR CLOUD MANAGER, Hyderabad

Cognizant Technology Solutions, August 2024–July 2025

- Guiding the GCP operations team - India and Europe on prompt delivery and meeting the operational goals and metrics.
- Leading the Transformation team that innovates new idea's to infuse AI into many pods and workflows to bring more autonomous and quality outcome.
- Completed a merger of GCP operations with 200 resources in Romania and Israel.
- Demonstrated ability to manage multiple tasks while remaining adaptable and flexible.
- Ensuring successful delivery with minimal escalations and resource handling.
- Fostered positive relationships with clients through proactive communication tactics.

TECHNICAL LEAD, Hyderabad

Google Operations Center, October 2021–August 2024

- Lead and mentoring the team of 30+ Engineers in GCP issues across different specializations.
- Helped GCP top_tier customers on integrating security best practices in their current architecture.
- Manage the people's requests via workday and gauge their performance via regular check-ins.
- Responsible for presenting Business Reviews to the stakeholders and set new targets for the team.
- Driving Initiatives that primarily target automation and FTE savings.
- Monitored team productivity and performance to support goals.
- Utilized strong analytical and problem-solving skills to address operational issues.
- Implemented revenue strategies through statistical analysis.
- Liaised with senior leadership to discuss project, operational, and strategy risks and opportunities.

TECHNICAL SOLUTION ARCHITECT, Chennai

Cisco Systems, October 2017–October 2021

- Handled DevOps team and write scripts to build wrappers around dev code.
- Responsible for setup CI/CD for all webex related deployments via cloudBees Jenkins.
- Independently converted a monolithic old application into micro application and deployed as docker based.
- Setup Dev and Staging in GCP and extend access to dev & QA team via bastion server and Jailed process to run custom applications on linux servers.
- Setup Envoy, consul from the client side using ansible and terraform.
- Developed a technical architecture blueprint to ensure successful implementation of the solution.
- Optimized existing systems and applications by leveraging modern software development techniques.

LEAD CLOUD ENGINEER, Chennai

SecureCloud (8k Miles), May 2016–September 2017

- Assisted team on creating user accounts for novartis via AWS-CFT and cli using python (boto2).
- Create dashboards and custom metrics using cloud watch and Lambda.
- Manage logging for all deployed applications and maintained for AWS auditing.
- Provided technical guidance to teams on best practices for building secure and reliable cloud architectures.
- Assisted developers with debugging issues related to application code running on the cloud platform.
- Recommended network improvements by reviewing existing system behaviors and requirements.

TECHNICAL LEAD, Chennai

Qruize Technologies, June 2015–May 2016

- Responsible for CliQr support - a hybrid cloud management system.
- Handled migrations from on-prem to AWS and setup openstack (Juno).
- Provided L2 and L3 support for connectivity issues such as VPC peering, VPN.
- Performed troubleshooting of application issues reported by customers or users.

SENIOR TECHNICAL SUPPORT ENGINEER, Chennai

Real Image, February 2011–October 2014

- Accountable for encrypting critical files and managing / sharing it via cloud storage and manages 100+ unix servers.
- Responsible for RHEL servers maintenance and periodical patch updates via authorized satellites.
- Assisted with the installation, configuration, maintenance, and troubleshooting of hardware components such as servers, routers, switches.
- Developed scripts and automated processes to reduce time spent on manual tasks.

EDUCATION

BE IN ELECTRONICS AND COMMUNICATION

Francis Xavier Engineering College, January 2009

CERTIFICATIONS

- Professional Cloud Architect, 2024 - 2026, Google Cloud
- Hashicorp certified Terraform Associate (003), 2024 - 2026, Hashicorp
- AWS Professional Cloud Architect, 2021 - 2023, AWS
- Professional Cloud Security Engineer, 2025 - 2027, Google Cloud
- Professional Cloud DevOps, 2022 - 2024, Google Cloud

CODING LANGUAGES

- Ansible
- Python
- Shell/bash
- Terraform

AWARDS

- Best Performer - Bi Annual Award from Google Operations
- Jump Starter TL from Google Operations
- Best Performer - Quarterly from Cisco
- Ninja Black Belt on Security from Cisco
- Raising the bar and going above and Beyond - Cognizant Technologies
- Transformation Spot Achiever - Cognizant Technologies