

Anuj Awasthi

Product Specialist

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Profile

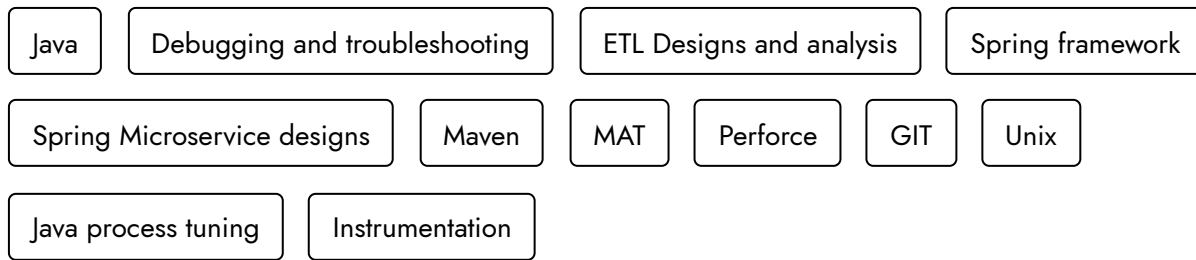
- The Product Specialist role involves working closely with the support engineers and the development team to resolve complex technical issues as the last level (L3) of support.
- Expertise in cloud-based workflow orchestration and Data Quality products.
- Expert in ETL and Java troubleshooting (4+ years).
- Recognized for major involvement in numerous tool developments and training.
- Skilled in Customer Success Management and communications in a fast-paced setting.

Professional Experience

Informatica

- | | |
|-------------------|---|
| 10.2021 – present | <i>Product Specialist</i> <ul style="list-style-type: none">- Created multiple tools that Informatica engineers and customers utilize on a daily basis. Web Repo, for instance, reduces up to 80% of duplicate tasks by storing and sharing instrumentations.- Currently involved in developing IDMC Diag to provide a platform for Informatica cloud troubleshooting and to perform 95% of the config checks by using automation (with full ownership of the project).- Maintained 4.5+ quarterly CSAT, 99.6% OGR, and IR SLA. |
| 03.2020 – 10.2021 | <i>Associate Product Specialist</i> <ul style="list-style-type: none">- Took leadership in individually extending the existing Heap parser by writing 3 new plugins.- Wrote maintenance tool to provide up to 100% of workflow engine availability by automating the application redeployment.- Delivered a 3-day workshop on Java Instrumentation to a group of L2 engineers.- Maintained 4.5+ quarterly CSAT, 99% OGR & IR SLA. |
| 06.2018 – 03.2020 | <i>Trainee</i> <ul style="list-style-type: none">- Worked as a trainee Product Specialist handling the responsibilities to provide the L3 level Support to customers/Support Engineers- Documented and presented the workflow module to the rest of the team.- Raised and addressed many supportabilities in the product. |

Skills



Notable Projects

IDMC Diag

- Currently developing a support microservice (as a platform) to streamline all of the cloud-based troubleshooting.
- Cloud tool integration - acts as a one-stop shop for all cloud-related tools developed by GCS.
- Automated config checks - provides an easy and dynamic way of converting various cloud checks into automated rules.
- Service level request tracker - is a way to visualize the time spent by a request among various micro-services in the Informatica cloud.


Web Repository

- A web-based repository to reduce 90% of the duplicate task of instrumenting by enabling users to store and share instrumentations.
- Features a quick Solr-based search system.
- Provides cross-product visibility for all instrumentations created.

Universal Stats Collector

- Developed a Multi-Service, platform-independent stats collector to reduce 90% of time and effort by targeting multiple services at once.
- Provides a means of collecting Thread dumps, Memory dumps, OS stats, and other important artifacts such as the list of applied EBFs. This gives a more holistic view of troubleshooting.
- Successor of older stats collector utility InfaDump which is widely used by Informatica support and customers.

Portfolio

- Marked my online presence by creating a portfolio that displays my professional skill sets. This also acts as a means for industry professionals to learn more about me professionally (aboutanuj.pages.dev/ .