

A AJAY TEMKAR

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Profile

To acquire a position within the field of Information Technology with a company that will allow me to demonstrate my skills, knowledge, and desire to grow as an individual. I am looking to acquire a position with a company that provides the opportunity for further growth and development within the company.

Skills

AWS — AWS cloud watch, S3, EC2, IAM, Lambda, **salesforce**, **Service now** — ticketing tool, **Linux** — OS, **SQL**, **splunk**, **DataDog** — Monitoring tool, **SFCC**, **Jira**, **python** — programming language, **Prometheus**, **Grafana**, **promQL**

Work Experience

Senior Engineer, *Litmus7*

2023 – present | Bangalore, INDIA

Project: *UnderAmour*

- Logged, triaged, and resolved support tickets in JIRA, ensuring SLA compliance and accurate status updates.
- Proactive Monitoring & Optimization: Developed proactive monitoring strategies for Salesforce Commerce Cloud (SFCC) jobs, reducing downtime and ensuring seamless execution.
- Provided **L2 support for SQL-related issues**, escalating critical problems to L3 teams as required.
- **Designed and implemented monitoring solutions using Prometheus and Grafana**, enabling **time-series data collection, real-time visualization, and proactive alerting** to enhance system reliability and performance. Developed **optimized PromQL queries** to extract insights and create custom metrics for infrastructure and application monitoring.
- **Configured Prometheus Alertmanager and integrated exporters** for automated metric collection across **Linux servers, databases, and cloud environments**. Fine-tuned **Grafana dashboards** using templating, variables, and advanced visualization techniques to improve observability and decision-making.
- Worked extensively with **AWS services**, including **EC2, S3, Lambda, and IAM**, to ensure seamless application operations, security, and scalability.
- **Proactive Alert Monitoring:** Managed and responded to alerts from multiple Datadog dashboards, ensuring prompt issue resolution.
- Monitored and optimized application performance using cloud monitoring tools, including and Datadog, for proactive issue detection and resolution.
- **Developed a Flask-based automation solution to create JIRA issues on GitHub events** using **GitHub webhooks and JIRA APIs**, streamlining issue tracking and improving development workflow efficiency.

Application support, *Utopus Insights*

2018 – 2022 | Bangalore, INDIA

- **Dashboard Creation in Grafana:** Developed dashboards in Grafana for server and virtual machine monitoring, visualizing key metrics such as CPU, memory, network, and filesystem usage, and setting up alerts for performance thresholds.

- **Datadog Monitoring & Automation:** Proficient in using Datadog for data monitoring, alerting, and dashboard automation, overseeing end-to-end event monitoring for business-aligned applications within AWS.
- **Alert & Threshold Management:** Configured automated alerts in Datadog to detect response time and traffic deviations, ensuring optimal system performance.
- **Splunk Expertise:** Experienced in Splunk deployment, configuration, and administration across Splunk Enterprise and Splunk Cloud. Skilled in integrating Splunk with various technologies for enhanced security and compliance reporting.
- **Splunk Alerts & Reporting:** Created and managed alerts, reports, and compliance-related use cases, supporting security and operational oversight.
- **Process Automation & Maintenance:** Maintained evergreen processes and contributed to developing new automation workflows to streamline system operations.
- **Salesforce Platform Support:** Managed support tickets, resolved user issues, and monitored workflows within the Salesforce platform to maintain a high standard of operational functionality.
- **AWS & Cost Management:** Knowledgeable in AWS-integrated tools for monitoring, logging, and cost optimization, including creating S3 buckets to store static content for web applications.

Technical support executive,
Sharavathi Database Services

2017 – 2018 | Bangalore, INDIA

- **International Customer Support:** Managed and resolved queries from international customers, ensuring a high standard of service and responsiveness.
- **Database Standards Development:** Collaborated with Database Administrators to establish and implement database standards, optimizing data management and compliance.
- **Ticket Management:** Created, tracked, and resolved support tickets, facilitating efficient issue resolution and workflow management.

Certificates

Google Analytics
Beginner

Advanced Google Analytics
Advanced

Python for Data Science 
Intermediate

AWS
Silmplilearn

**TEXAS instrument innovation
challenge-INDIA ANALOG design**
Winner

Education

B.E(Electronics & Communication),
MS Engineering college

2012 – 2016 | Bangalore, INDIA

Declaration

I, hereby, declare that all the above information is true to the best of my knowledge and belief.

A AJAY TEMKAR
Bangalore