

**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

## [Python for Data Science](https://courses.cognitiveclass.ai/certificates/c017e56d6e9843e79566ad0a5bda9654)

Intermediate

## TEXAS instrument innovation challenge-INDIA ANALOG design Winner

**Advanced Google Analytics**

Advanced

## AWS

Silmplilearn

# 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