TOTENDRA HIREMATH

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Summary:

An organized and motivated individual, eager to utilize time management and organizational skills. Dedicated and adaptable professional with a proactive attitude and the ability to learn quickly. Strong work ethic and effective communication skills. Eager to contribute to a dynamic team and support organizational goals.

SKILLS:

- ITIL V4
- Linux
- Windows
- AWS Cloud Services
- Google workspace
- Server Management
- User Account Management
- Okta Administration

- Jira
- Prometheus/Newrelic
- Shell Scripting
- Active Directory
- Event Management
- Incident Management
- Configuration Management
- IT service management

Experience:

Enterprise Support Analyst, News Corp India.

April 2022 - Present

- Monitoring the IT Infrastructure across business units with various monitoring tool i.e: AWS Cloudwatch,NewRelic, Zabbix,Cacti, Splunk, SolarWinds, SCOM, OEM and Bigpanda.
- Analysing each & every alert in the monitoring tools & handle the alerts as per their impact by creating incidents
- Execute Standard Operating Procedures (SOPs) for quick resolution to incidents.
- Escalation & Notifying to the relevant teams & stakeholders to ensure SLA compliance & minimal impact of the incidents
- Coordinating for the Critical/Major Incidents Management process by involving the technical support team & incident management team
- As a member of the Knowledge Base Article Management Team, I make sure all of the Knowledge Base articles (SOPs) are valid and updated as required with process improvements
- Actively cross trained my teammates, provided guidance and onboarded new members to production
- Supporting different business units and promptly responding to customer/user queries, troubleshooting issues/requests offering solutions/workaround.
- Identifying potential issues/alerts and creating proactive problem incidents to maintain optimal alerts monitoring efficiency.

- Providing 24/7 support/monitoring the IT infrastructure across the three Business Units.
- Preparing business requirement documents for automation/enhancement of the Process
- Scripting and automation for server management, troubleshooting, and reporting
- Ensures compliance with uptime and performance standards and develops system and product, benchmarking and monitoring
- Incident Management and Troubleshooting (Okta-specific)

Customer service agent, GGI (KIAL).
Jan 2017 – Aug 2021

- Worked on SITA and ALTIA application in Cargo Billing Department
- Utilized SITA's cargo management software to process and manage billing information, ensuring seamless integration with air cargo operations and billing systems.
- Leveraged ALTIA software to manage and automate cargo billing, streamlining the invoice. Monitored the integration of ALTIA with externa systems

EDUCATION AND TRAINING
Bachelor of commerce, 2019
Gitam (Deemed) University, Visakhapatnam, India

Diploma in Computer Science, 2016
Nutana Vidyalaya Polytechnic, Gulbarga, India

CERTIFICATIONS
ITIL® V4 Foundation in IT Service Management
AWS Solution Architect Associate

ACCOMPLISHMENTS
Star Performer for the Quarter FY24