

SINDHU PRIYA KS

6360032118 | sindhupriyarao467@gmail.com | Bangalore, India

SP

SUMMARY

I'm a dedicated engineer with proven experience in achieving results through cross-team collaboration. I thrive in dynamic environments and enjoy partnering with like-minded individuals to achieve shared goals. My proactive approach has enabled me to support clients effectively, ensuring swift resolution of technical issues while enhancing customer satisfaction.

EXPERIENCE

Technical Support Engineer

Iopex Technologies Pvt Ltd

02/2023 - 07/2023 | Bangalore, India

A company engaged in providing technical support and services.

- Worked on Incident Management for Splunk On-Call.
- Handled Paging, Rotation, and Escalation for Users/Clients.
- Integrated Components: Forwarders, Indexers, Search Head.
- Managed Alert Correlation, On Call Management, and Automated Actions.
- Performed Alerts Performance and Noise Reduction.
- Executed Splunk On Call Migration and Automation Scripts.
- Utilized Periscope and Graphana for troubleshooting.
- Understood and implemented Integration and API concepts for clients.
- Implemented Slack Integration, Service Now, and Data dog.
- Managed Scheduled Overrides, Maintenance Mode and Stakeholder Roles.

Iopex Technologies Pvt Ltd

07/2023 - 12/2023 | Bangalore, India

- Supported clients for Splunk Cloud and Splunk Enterprise.
- Performed Installation, Upgradation, and Uninstallation on respective Apps.
- Used JIRA, Confluence, and Salesforce as tools.
- Adhered to priority/SLA for on-time resolution to clients.
- Followed escalation metrics as per the Standard Operating Procedure.

Iopex Technologies Pvt Ltd

12/2023 - 01/2025 | Bangalore, India

- Provided support for Splunk Onboarding and Denied Party List processing.
- Supported clients for Apps and Add-ons in Splunkbase.
- Utilized tools like Visual Compliance, Okta Admin, Salesforce, JIRA, DMX JIRA, SWAT.
- Provided customer satisfaction through timely resolution.
- Created Knowledge Base and Knowledge Content Standards.
- Managed Knowledge Base improvement, reuse, and structure to meet content standards.

KEY ACHIEVEMENTS

- Alert Noise Reduction**
Reduced alert noise by 30% via performance optimization.
- Customer Satisfaction Increase**
Achieved 95% customer satisfaction through efficient support.
- Process Automation Success**
Automated 50% of incident management processes using scripts.
- SLA Adherence Excellence**
Resolved 90% of tickets within SLA for one year.

EDUCATION

B.E(CSE)

Navodaya Institute of Technology

04/2019 - 06/2022 | Raichur

PUC (11th,12th)

Sri Gayatri PU College

04/2017 - 04/2019 | Raichur

SSLC (10th)

Vidya Bharathi high school

04/2016 - 04/2016 | Raichur

SKILLS

API	AWS	Cisco	Confluence
JIRA	Linux	Okta	
Product Knowledge		SalesForce	
Slack	Splunk	Unix	