

ABDUL KAREEM

Technical Process Specialist

+91 8105869911 @ aftabsayed49@gmail.com Bengaluru, India 562125

EXPERIENCE

Technical Process Specialist

Infosys

10/2024 - 01/2026 Bengaluru

- Supported applications on Kubernetes clusters, monitoring pods, deployments, services, and namespaces, troubleshooting pod failures using kubectl and event logs, validating pod health, container logs, and service configurations, and assisting incident resolution through clear diagnostic.
- Provided operational support for Docker-based applications, troubleshooting container failures through log analysis, status checks, and runtime configuration validation, performing container lifecycle actions, and collaborating with development teams to distinguish application, container, and infrastructure-level issues.
- Troubleshoot network issues, including application latency, connectivity challenges, and server performance.
- Streamlined JML issues, resolved login failures, permission conflicts, and SSO errors for internal users.
- Supported Azure-hosted applications, troubleshooting issues across Virtual Machines, App Services, networking, and access controls.
- Monitored application health using Azure Monitor and Log Analytics, analyzing metrics, logs, and alerts to identify performance and availability.
- Streamlined application access provisioning through identity management systems (OKTA, EntralID, On Prem Active Directory).
- Experienced in identity provider integrations, SSO flows, and lifecycle provisioning using SAML, OAuth, and SCIM protocols.
- Utilized browser developer tools for front end debugging and used Splunk for log analysis and system monitoring.
- Reviewed database and application logs using Splunk and Linux tools to ensure data accuracy and support operational troubleshooting.
- Executed server-level inspections (CPU, memory, disk usage, service status) to identify primary contributors.
- Worked closely with development, infrastructure, and database teams to perform root cause analysis (RCA) and implement permanent fixes.
- Performed API testing and validation using Postman to troubleshoot request/response issues, authentication failures, and backend integration errors.

Senior Operations Representative

Concentrix

03/2024 - 10/2024 Bengaluru

- Supervised core and administrative database operations, enhancing data accuracy.
- Monitored database performance continuously, implementing solutions for identified problems.
- Analyzed and rectified network complications.
- Leveraged Postman to call REST APIs for diagnosing failed access requests and linkages.
- Implemented automation scripts for monitoring, self-correcting, backups, and defense.
- Enhanced automation of disk, service, and database health checks, reducing downtime.
- Monitored and analyzed application and server logs using Splunk and Linux commands to troubleshoot production issues.
- Improved database stability through performance-tuning and query optimization.

SUMMARY

Technical Support Engineer with 3+ years of experience supporting enterprise, cloud-hosted, and containerized applications in 24x7 production environments. Hands-on expertise in Linux troubleshooting, Microsoft Azure, Docker, and Kubernetes, with a structured approach to incident analysis, log investigation, and root cause identification (RCA). Proven ability to work within ITSM processes, collaborate closely with engineering and infrastructure teams, and deliver reliable, customer-focused technical support while meeting strict SLA requirements. Strong written and verbal English communication skills.

Core Technical Skills:

Application Support (L2) | Production Incident Management | Enterprise Application Troubleshooting | Log Analysis | API Testing (Postman) | SQL (Queries, Joins) | Linux & Windows OS | Web Servers (Apache / Nginx) | Databases (RDBMS) | Root Cause Analysis (RCA) | SLA & KPI Management | Ticketing Tools (ServiceNow / Jira).

EDUCATION

B. Tech in Civil Engineering

Mangalore Institute of Technology And Engineering

04/2014 - 07/2018 Moodubidre

SKILLS

Linux	Kubernetes	Azure	Docker
ITSM	Log Analysis	SSO	
Postman	SQL Query	Apache	
Nginx	RDBMS	MySQL	
Oracle DBA	ServiceNow	JIRA	
Okta	Active Directory	SAML	
OAuth2.0	REST	Splunk	
Windows Server 2022			
Azure Active Directory		RHEL 9	
JSON	IAM	Shell Scripting	VPN

EXPERIENCE

Senior Process Associate

Cognizant Technology Solutions

⌚ 08/2023 - 02/2024 ⚽ Bengaluru

- Experience with B2C environment with the client account: Delta.
- Worked on creation, deletion and modification of user IDs in Active Directory.
- Bulk creation and deletion of user id through powershell scripting.
- Check account status and account reconciling using CyberArk.
- Extensive knowledge in granting folder access.
- Facilitated account provisioning in Active Directory, Azure AD, and OKTA environments.
- Automated user account lifecycle tasks to improve accuracy and speed.
- Executed regular reviews of permission settings to uphold security standards.
- Authored detailed guides on provisioning operations for team reference.
- Coordinated user access management employing IAM principles including least authorization control and RBAC implementation.

SDS Associate

Amazon Development

⌚ 03/2022 - 08/2023 ⚽ Remote

- First Point of contact via ticketing system, email, chat or phone.
- Acknowledge issue and collect basic details.
- Keep users updated on ticket status.
- Conducted incident triaging and escalated to respective teams based on impact, urgency and root cause.
- Supported troubleshooting for Outlook, Network, SSO login failures, and access issues
- Supported basic networking concepts including TCP/IP, IP addressing, subnetting, DNS resolution and DHCP leasing
- Used L1 troubleshooting tools such as ping, ipconfig, nslookup, and tracert to diagnose connectivity, DNS, and network-related issues.
- Managed the complete order lifecycle, encompassing order creation verification and payment confirmation.
- Oversaw access requests and software package installations according to roles.
- Administered Windows Server 2022 and Active Directory Domain Services (AD DS) across forests, domains, and domain controllers.
- Managed DNS and DHCP to ensure reliable name resolution, IP allocation, and authentication services.
- Performed user, group, computer, and organizational unit management, supporting joiner-mover-leaver (JML) processes.
- Designed and enforced Group Policy Objects (GPOs) for security policies, password controls, and system configurations.
- Supported AD FS and trust relationships (one-way and two-way) for secure cross-domain authentication and access.
- Troubleshoot authentication, account lockouts, GPO failures, and AD/DNS replication issues in production environments.