

# Pavan Bhosale

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## PROFILE SUMMARY

Application Support Engineer with 3 years of experience in Production Support, Incident Management, and Cloud Operation. Skilled in troubleshooting API/backend issues, monitoring, and automation. Hands-on expertise in **AWS (EC2, S3, ECS, Glue), Monitoring Tools (Splunk, Grafana, Honeycomb, CloudWatch), and Control M**. Experienced in **Java**, Spring Boot, **Microservice** with strong focus on reliability engineering. Seeking opportunities in **Application Support/SRE/Cloud** Engineering roles to leverage technical and problem-solving skills.

## SKILLS

### PROFESSIONAL SKILLS

Incident and Change Management | Cloud Computing | Monitoring and Observability | Reliability Engineering | Collaboration and Agile | Good Communication Skills

### TECHNICAL SKILLS

Java | Microservice | SQL | Linux | AWS (EC2, S3, ECS, Glue, CloudWatch) | ServiceNow | Jira | Splunk | Grafana | Honeycomb | Control-M

## WORK EXPERIENCE

### System Engineer

Infosys | Pune, Maharashtra | Nov 2022 – Present

- Resolved **200+ critical incidents** for APIs and backend services, reducing downtime by **30%** and ensuring **99.9% availability**.
- Performed **Root Cause Analysis (RCA)** and created detailed documentation/playbooks, improving knowledge sharing and reducing **Mean Time to Resolution (MTTR) by 20%**.
- Monitored **production systems** using **Splunk, Grafana, Honeycomb, and AWS CloudWatch**, proactively identifying anomalies and preventing service disruptions.
- Designed **API monitoring scripts** to track error rates and latency, reducing customer-facing outages.
- Developed and maintained **incident response playbooks**, standardizing troubleshooting workflows and improving team efficiency.
- Implemented **automated alerting systems and monitoring dashboards**, improving detection speed by **40%** and reducing manual intervention.
- Analyzed **API request/response patterns and error codes**, identifying performance bottlenecks and improving backend reliability.
- Provided **24/7 on-call support**, ensuring swift resolution of high-priority incidents and minimizing business impact.
- Managed **AWS ECS, Glue, and S3 environments**, monitoring container health and job workflows to ensure seamless execution and early issue detection.
- Integrated **AWS services (S3, ECS, Lambda, RDS)** with monitoring and alerting tools to provide end-to-end observability.
- Collaborated with **Development, QA, and Operations teams** to optimize deployment workflows, improve system reliability, and drive continuous service improvements.
- Optimized **alert thresholds** in Splunk and Grafana, reducing **false positives by 25%** and enabling faster detection of real issues.
- Documented **standard operating procedures (SOPs)** for common issues, reducing incident resolution time for L1/L2 teams.
- Contributed to **workload migration to AWS ECS**, validating application performance and ensuring post-deployment stability.

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- **Administered Linux servers**, performing log analysis, process management, and shell scripting to automate routine operational tasks.
- **Applied networking knowledge** (TCP/IP, DNS, Load Balancing, Firewalls) to troubleshoot connectivity, latency, and API communication issues in distributed systems.

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## PROJECTS

**Project: Ekart – eCommerce Web Application**

Date – Dec 2022

**Technologies: Java, Spring Boot, REST API, Angular, HTML, CSS, Bootstrap**

- Developed a **full-stack eCommerce platform** with core features such as product listing, shopping cart, user authentication, and order management.
- Built scalable RESTful APIs using Spring Boot for secure backend operations and transaction management
- Designed reusable UI components using Angular, HTML, CSS, and Bootstrap to improve frontend consistency and maintainability.
- **Implemented exception handling and logging** for backend services, improving troubleshooting efficiency.
- Conducted testing and debugging to ensure application reliability and seamless user experience.

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## EDUCATION

- **Bachelors of Engineering** | Savitribai Phule Pune University, Pune, Maharashtra June 2018 – June 2022

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## ACHIEVEMENTS

- **Infosys Rise Award (June 2024-25)** – Recognized for flexibility, collaboration with Product SMEs, and significant contributions to cross functional initiatives.