

Mayank Kumar Chaudhary

System Operation Engineer

System Operation Engineer with 5.11 years of proficient experience on various tools and technologies with good problem solving and analytical skills. Looking for opportunity to contribute for the organization and improve my skills.

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WORK EXPERIENCE

System Operation Engineer Ticketmaster

06/2022 - Present

Achievements/Tasks

- JIRA & Confluence configuration and administration.
- Day-to-day work as management and administration of Atlassian product JIRA, Confluence including workflows, user accounts, custom fields, dashboards, reports, security schemas, issue schemas, project creation, etc.
- Maintain user permissions for tools according to the needs of projects and teams.
- Having experience of Service Management practices (Incident Management, Service Request Management, Event Monitoring, Service CatLog Management).
- Working on Analytics tools such as Kibana, Splunk, Datadog, Grafana and other support tools.
- Experience in dealing with AWS IaaS - VPC, EC2, S3, Auto-Scaling. Worked on software development eco-system such as Git, Jenkins and CI/CD.
- Experience with various Deployment, Testing, and Deployment tools - Kubernetes, Docker, Jenkins, Git, Prometheus, Grafana.

TechOps Engineer Paytm Payments Bank

04/2019 - 06/2022

Achievements/Tasks

- Using Kibana for Log Analysis, Experience with Prometheus, Grafana and Kibana for alerting and Monitoring.
- Provided support in Jira and Confluence for user requests. Using Jenkins for application deployment.
- Experience in Git and bitbucket, Prometheus, Grafana have configured Grafana and to monitor performance and resources of the server and monitor application, Server and database logs. etc.
- Worked on AWS services like EC2, S3, IAM, VPC, SNS, CloudWatch, Autoscaling & Load Balancing.
- Hands-on knowledge of containerization platforms like Docker.
- Worked on software development eco-system such as Git, Jenkins and CI/CD.

EDUCATION

BACHELOR OF ENGINEERING
SJB INSTITUTE OF TECHNOLOGY
BANGALORE(V.T.U)

SKILLS

AWS cloud

Grafana

Prometheus

Docker

Kubernetes

GIT

Kibana

Jenkins

MySQL

Datadog

Jira ticketing tool

ServiceNow ticketing tool.

PROJECT

Paytm Payment Bank, Paytm Wallet, One97 Communication Ltd services support and Operation. Ticketmaster, Livenation application support and monitoring project.

CERTIFICATES

Certification on introduction to Routing and Switching training organized by CISCO.

LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency

PERSONAL-PROFILE

Individual with High degree of Self-motivation & Target oriented.

Capable of working long hours.

Having good Communication, Technical and Analytical skills.

Always keen to learn new technologies and work on challenging environment.