

# ASHWIN SHAHARKAR



## About Me

Manager - Support Function



+91 98237 18880



ashwin.shaharkar@gmail.com



Pune, India

## SUMMARY

- Overall, 14+ years of **Cloud experience**, including 7+ years of **Support functions**
- 5 months of **on-site** experience with Saudi **Aramco** to establish support functions for Cloud infrastructure
- Worked in Support Functions for accounts like Aramco, AAMC, Syngenta, and J&J.
- **Current responsibility for Aramco:**
  - Leading support functions for Aramco's cloud infrastructure management for their web properties
  - Currently managing a team of 7 support executives spread across APAC, MENA and AMER regions
  - Responsible for Support tools and Services echo system for support functions
  - Interaction with the Product and Operations team for any kind of feedback request and escalations
  - Managing the KRAs at the individual and team level
- Working experience of generating and presenting various support case related reports to management stockholders

## TOOLS & SERVICES

- Cloud: AWS, Acquia, Google Cloud, Azure
- Version Control: Tools: GitHub, GitLab and Bitbucket
- CI/CD Tools: Jenkins, Ansible, Travis CI
- Monitoring Tools: New Relic, Splunk and Sumo Logic
- Ticketing System: Zendesk, Zoho
- CDN Services: Cloudflare, Fastly, Cloudfront
- Proxy Tools: Memcache, Varnish, Radis

## EXPERIENCE

**Wipro Limited**  
**Manager Support (Lead) - India**  
**2022- Till Date**

**Mintree**  
**Technical Lead - India**  
**2018-2022**

**Cybage Software Pvt. Ltd**  
**System Analyst - India**  
**2015 - 2018**

**Clarion Technologies Pvt. Ltd**  
**Sr. Software Engineer - India**  
**2011 - 1015**

**Ubics Technologies Pvt. Ltd**  
**Programmer Analyst - India**  
**2011 - 2011**

**Idhasoft (Grey Matter (I) Pvt. Ltd)**  
**Software Engineer - India**  
**2009 -**

## EDUCATION

**Pune University**  
Master of Computer Application  
April 2009



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