AARJU RAJ ARYA

Incident Management Engineer | Technical Support Engineer | SRE | Production Support
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PROFESSIONAL SUMMARY

Incident Management & Technical Support Engineer with 4+ years of experience supporting high-availability SaaS and cloud-based systems. Expert in P1/P2 incident handling, war room coordination, SLA/SLO adherence, MTTR reduction, monitoring, observability, and RCA documentation. Proven track record of handling 11,500+ tickets with 98.5% SLA compliance and reducing MTTR by 25%. Skilled in Grafana, New Relic, AWS, PostgreSQL, API troubleshooting, and client communication.

CORE SKILLS

Incident Management & SRE: Incident Triage (P1/P2/P3), War Rooms, SLA/SLO, ITIL, MTTR, RCA, Escalations, On-call Support, On-site support
Monitoring & Observability: Grafana, New Relic, RabbitMQ, Dashboards, Alerts
DevOps & Tools: CI/CD, Git, Docker (basic), Kubernetes (basic), Postman
Cloud Platforms: AWS (EC2, RDS, CloudWatch), IBM Cloud Foundry, Ionos Cloud
Databases & Scripting: PostgreSQL, MySQL, Python, Bash
ITSM & Collaboration: Jira, Confluence, Freshdesk, Client Communication
Web (Secondary): WordPress, Elementor, Astra, SEO, Website Migration

PROFESSIONAL EXPERIENCE

FarEye Technologies Pvt. Ltd. – Noida, India

Technical Engineer – Incident Management / Production Support | Jan 2022 – Present
- Managed Platinum and Silver enterprise clients including Titan Group (Tanishq, Watches, Taneira), Walmart (Flipkart Wholesale), and Hilti Global.
- Linux troubleshooting and log analysis to identify root causes of production issues.
- API troubleshooting using Postman and validated REST API requests and responses.
- Led 100+ monthly production incidents across distributed SaaS systems.
- Handled P1/P2 war rooms with Dev, QA, Infra, and Product teams.
- Achieved 98.5% SLA compliance across 11,500+ tickets.
- Reduced MTTR by 25% using proactive monitoring and automation.
- Built custom Grafana dashboards and alerts.
- Ensured 99.9% uptime via real-time monitoring.
- Created RCA documents and drove fixes to closure.
- Conducted Monthly Service Review (MSR) meetings.
- Automated first response and recurring incident resolution.
- Provided KT and training to new team members.

Freelancer – Remote, India

WordPress / Web Developer (Part-time) | Aug 2019 – Feb 2022

- Developed and maintained WordPress websites using Elementor and Astra.
- Performed website migration, performance optimization, and SEO.
- Deployed sites on AWS, Ionos, GoDaddy, Hostinger, Plesk, and cPanel.
- Provided AMC and 24x7 support.
- Implemented basic monitoring and uptime tracking.

IEC Group of Institutions – Noida, India

Full Stack Developer Intern | Mar 2021 – Jun 2021

- Developed and maintained iec.edu.in using Python, Django, HTML, CSS, Bootstrap.
- Deployed applications on AWS EC2 and configured infrastructure.
- Implemented CI/CD pipelines and monitoring.
- Worked on on-page and off-page SEO.

Gautam Infotech – New Delhi, India

Web Development Intern | Jun 2019 – Jul 2019

- Developed responsive websites using WordPress, HTML5, CSS3, JavaScript.
- Deployed websites on GoDaddy, Hostinger, and cPanel.

PROJECTS

Cloud Application using Django – https://github.com/aarjuraj/final-cloud-app-with-database
Django Event Manager – https://github.com/aarjuraj/Django-Eventmanager
WordCloud Analysis – https://github.com/aarjuraj/wordcloud
IEC College Website – https://iec.edu.in

CERTIFICATIONS

Introduction to Cloud Computing – IBM
Developing Applications with SQL & Django – Coursera
Python for Data Science – Coursera
Front-End Web UI Frameworks (Bootstrap) – Coursera

AWARDS & RECOGNITION

Captain Marvel Award – Leadership & Proactive Incident Handling
Client Comforter Award – SLA Excellence
4X Stellar Award – High-Priority Incident Management
EDGE25 ACERS Award – Impact Multiplier for Critical Incident Handling

EDUCATION

Bachelor of Technology (B.Tech) – Computer Science Engineering
Greater Noida Institute of Technology | 2016 – 2020

Intermediate (12th) – PCM
MMM College, Madhepura | 2013-2015