

Tushar Karmakar

Incident Manager | ITSM | Production Support

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PROFESSIONAL SUMMARY

Incident Manager with 6+ years of hands-on experience in production support for Oracle B2C Cloud — a high-traffic enterprise SaaS platform serving global clients. Managed 50–55 P1/P2 incidents per month with 95%+ SLA adherence; reduced MTTR by ~25% through restructured escalation paths and triage workflows; cut recurring incidents by 20–30% via structured RCA and problem management. Skilled in leading cross-functional bridge calls across engineering, QA, infrastructure, and business stakeholders. Currently pursuing ITIL v4 Foundation and AWS Cloud Practitioner.

CORE SKILLS

Incident & ITSM	Major Incident Management, P1/P2 Triage, SLA Management, MTTR Reduction, RCA, Problem Management
ITSM Tools	Cherwell (hands-on, 5+ yrs), ServiceNow (Incident/Problem/Change — Learning), JIRA
Technical	SQL, REST API Tracing, JSON, Backend Log Analysis, Oracle B2C Cloud, Data Validation
Process	Agile/Scrum, Change & Release Management, Stakeholder Communication
Cloud	AWS Fundamentals (Cloud Practitioner — In Progress)

WORK EXPERIENCE

Incident Manager

Jan 2020 – Present

Tenarai (formerly Infogain) — Noida

Production Support | ITSM | Major Incident

- Served as the **single point of contact (SPOC)** for all P1/P2 production incidents on Oracle B2C Cloud, a high-traffic enterprise SaaS platform used by multiple global enterprise clients with strict uptime SLAs.
- Handled **50–55 P1/P2 incidents per month**, consistently achieving **95%+ SLA adherence** across diverse client environments — including full-site outage restorations completed within 2 hours.
- Reduced **MTTR by ~25%** by redesigning escalation paths and triage workflows, eliminating bottlenecks that previously delayed engineering engagement during critical incidents.
- Led **end-to-end major incident bridge calls** — coordinating real-time across engineering, QA, infrastructure, and business stakeholder teams, maintaining structured communication under pressure.
- Drove a **20–30% reduction in recurring incidents** over two years through disciplined RCA, systematic problem ticket follow-through, and proactive identification of underlying failure patterns.
- Conducted technical root cause analysis using **SQL queries, REST API traces, and backend log inspection** — going beyond symptom-level triage to identify and document systemic causes.
- Supported **Agile release cycles** end-to-end: pre-release coordination, deployment validation, post-release monitoring, and early detection and containment of release-related incidents.
- Progressed to **Production Support analyst (sole Incident Manager)** for the account — taking full ownership of incident governance, escalation decisions, and SLA reporting over 5+ years.

ACHIEVEMENT

- Spot Award (Feb 2022)** — Recognised by leadership for measurable improvement in SLA adherence and MTTR reduction in the preceding quarter; one of few support engineers to receive this recognition for operational metrics.

CERTIFICATIONS

Earned

- Generative AI Practitioner (Fundamentals, Beginner) — *Infogain Certified*
- Incident Management — *Infogain Certified*
- Prompt Engineering for ChatGPT — *Infogain Certified*

In Progress

- ITIL v4 Foundation
- AWS Cloud Practitioner

EDUCATION

B.Tech — Information Technology
ITER, Bhubaneswar (SOA University)

2016 – 2020