

Hanamantaray

Swami Vivekanand Nagar, Santosh Colony, Kalaburagi, Karnataka 585103

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PROFESSIONAL SUMMARY

Results-driven SOC Analyst with expertise in 24/7 monitoring of IT infrastructure and enterprise applications. Proficient in incident detection, troubleshooting, escalation, and resolution to ensure system reliability, SLA compliance, and high availability. Skilled in optimizing processes, reducing incident response times, and enhancing service performance through effective collaboration with product and operations teams. Recognized for a proactive approach, attention to detail, and commitment to seamless operations.

PROFESSIONAL EXPERIENCE

CSG | Service Operations Analyst (SOC)

Feb 2023 - Present

- Provided 24/7/365 operational support to product teams and customers, ensuring service reliability and supporting Site Reliability Engineering (SRE) initiatives.
 - Monitored enterprise applications and IT infrastructure—including servers, networks, storage, databases, logs, CPU, memory, disk usage, response times, errors, and failures—performing regular health checks and system reviews to maintain uptime.
 - Identified, troubleshot, and escalated incidents, maintaining comprehensive reports for root cause analysis and resolution.
 - Collaborated with product and operations teams to analyze system data, optimize incident management, implement effective resolutions, and bridge the gap between development and IT operations.
 - Reduced incident response times by optimizing alerts, refining troubleshooting protocols, and implementing automation where possible.
 - Managed server lifecycle tasks (additions, deletions, patching, decommissioning), ensuring secure and efficient operations.
 - Supported high-priority events, such as Formula 1 races, providing extra monitoring and operational support to ensure uninterrupted service.
 - Monitored and reported on service level objectives (SLOs), working with product owners to define key performance indicators and ensure SLA compliance.
 - Leveraged multiple monitoring and analytics tools (including Stathub, Kibana, and others) to provide observability, proactive alerting, and infrastructure performance management.
 - Developed and ran automation scripts, tested production applications, and implemented remediation measures to enhance system reliability.
 - Prioritized, categorized, and resolved tickets in accordance with SLA standards, maintaining stakeholder communication to ensure smooth issue resolution.
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PROJECTS & INITIATIVES

Projects & Initiatives (Self-initiated Project)

- **SOC Toolbox Development:** Developed a custom SOC Toolbox using Cursor AI to centralize access to multiple tools, improving efficiency, usability, and daily SOC operations workflow.
- **PrintStream Validation Automation:** Created an automation using Cursor AI to perform PrintStream validation, ensuring all processes work correctly and reducing manual verification effort.
- **Grafana Dashboard Development:** Built custom Grafana dashboards for metric visualization and alert configuration, enhancing real-time operational insights for SOC monitoring.
- **Power BI Dashboards:** Created multiple Power BI reports to track SOC team performance, task distribution, and SLA compliance, improving visibility and reporting for leads and managers.

SKILLS

Technical Skills

- **Monitoring & Analytics (Hands-on):** Zabbix, Kibana, SolarWinds, Azure DevOps, Jenkins, SCOM, CyberArk, Elasticsearch, Citrix Workspace, Rundeck, RabbitMQ
 - **Incident Management Tools:** Jira, Helix
 - **Programming:** Python, HTML, MySQL
 - **Communication & Operations Tools:** Outlook (SOC event mailbox), MS Teams
 - **Soft Skills:** Incident Management, Collaboration & Teamwork, Problem-Solving, Effective Communication, Attention to Detail, Time Management
 - **Familiarity / Theoretical Knowledge:** ELK Stack (Elasticsearch, Logstash, Kibana), Splunk, Grafana, Wazuh, SIEM, SOAR, TCP/IP, IDS/IPS, Networking Fundamentals, Network Troubleshooting
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CERTIFICATIONS AND TRAINING

- Power BI - Udemy
 - Splunk Fundamentals - Udemy
 - Cloud Computing and Distributed Systems - NPTEL
 - CyberArk Course - Udemy
 - Grafana Beginners to Advance Crash Course - LinkedIn Learning
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EDUCATION

Bachelor of Technology, Computer Science

Reva University, Bangalore

Year: 2019 - 2023 | CGPA: 8.45