MRIDU JAIN

+91-8534962686 | mradu.9827@gmail.com

PROFESSIONAL SUMMARY

Tech-savvy Engineer with strong knowledge of Splunk and DevOps along with 3 plus years of history positively impacting projects through attention to details and performance Engineering Tasks. Achievement-oriented professional possessing expertise in policy and procedure development, technology implementation and experience with various tools. Committed to providing sustainable and innovative solutions. Fortes include maintaining company reputation, preparing project status reports and controlling project plans.Splunk Engineer

PROFESSIONAL SKILLS

- Selenium
- Incident Management
- Change Management
- Python
- React/Node.js
- Github
- ServiceNow
- DataDog
- Agile leadership

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- Scrum Master
- Automation/Manual Testing
- DevOps- AWS, Azure
- Root Cause & Preventive Analysis
- Jira
- Wintel/Linux Admin
- ITIL
- AppDynamics

PROFESSIONAL EXPERIENCE

Marsh McLennan (Mercer)

Senior Engineer – Product Support Engineer | April, 2022 – Present

- Configured Splunk to extract, transform, and load data from a variety of sources, including structured and unstructured data, logs, and metrics.
- Developed and maintained custom Splunk applications, dashboards, and alerts to monitor and analyze data.
- Managing Splunk search heads, forwarders and data flow integration.
- Migration management as per quarterly activities.
- Implementing Splunk with various other apps for access part and data monitoring.
- Following CI/CD pipelines, which includes Configuration Management and continuous integration tools (Jenkins, BitBucket).
- Supported configuration tasks during implementation projects and during on-going customer support
- A liaison between the support organization and the technical/development organization to communicate and resolve issues
- Provided programmatic support for Web Applications, strategic ways and category

management on projects and other types of support projects as may be required as the product evolves.

- Tested and debugged software issues in new revisions to support on time delivery to customers
- Prevented end-user CADIQ issues by investigating and testing software crashes and errors.
- Assisted with design, development and testing of new applications.
- Actively looks for innovation, continuous improvement, and efficiency in all work aspects for best experiences.
- Maintaining web, virtual, and client server environments for the enterprise.
- Day to day deployments as per requirement in Jenkins and Github using various tools.
- Created guides to document the processes and maintain business continuity.

WIPRO

Sr. QA Specialist and Splunk Engineer | January, 2020 -March, 2022

| Project Title | : | Citibank Pvt LTD. |
| Role | : | L3 Splunk Engineer |

- Management of Indexes, Clusters, Platform Deployments, maintaining Security of Splunk Enterprise and managing Dashboards.
- Development of Splunk Apps, Dashboards, Reports and Alerts that implements integration with external servers.
- Onboarding of server's data as per requirement in Splunk to automate and monitor the performances for defects fixing.
- Designing and optimizing Splunk platform architecture for large-scale and distributed deployments.
- Building advanced visualization, customization of Queries, performing data interpretation and troubleshooting of issues found in reports and Alerts.
- Developing software solutions by studying information needs, conferring with users, studying systems flow, data usage, and work processes with debugging the application.

| Project Title | : | Citibank Pvt LTD |
| Role | : | DevOps Specialist/QA Analyst |

- Setup, management and major serves to ensure business continuity and production..
- Responsible for day to day operations and administration of the IT infrastructure.
- Adding improvements with Automation Scripts.
- Working on automated tools Release life cycle management, CICD Deployments.
- Responsible work of applications security and vulnerabilities
- Change and Incident Management with manual testing of Web and Mobile Apps.
- Working on Performance issues & Fixing Root cause of Various Cronjob Failures in Production Environment.
- Effective client communication & offshore/onshore coordination.
- Discussing and locking down the final approach and change in architectural design of existing

application to incorporate new changes in best possible way which includes least code change and optimum performance.

- Providing support during QA and production testing phase.
- Expertise in handling deployment activities with the help of RLM(Release management lifecycle) which helps in mainly in automating the business needs.
- Expertise in instigating code with Jenkins and Bitbucket.

WEBHELP

Contact Centre Associate | August, 2019 - Jan, 2020

Project Title	:	ByteDance - TikTok
Role	:	Content Moderator/Contact Centre Associate

- Understanding client policies and guidelines.
- Deciding the vulnerability of content based on policies as Country wise.
- Interacting with international clients to follow up on new rules and regulations in Countries.
- Understanding and setting of new Trends on basis of client requests.
- Maintained a working knowledge of the company's various products and services.
- Established and nurtured relationships with new sponsors.

PAISA BAZAAR

Associate Consultant | May, 2019 - July, 2019

Project Title	:	HDFC Bank Pvt LTD
Role	:	Customer Wealth Management Banking

- Recommending and selection of products for customers based on their individual needs.
- Describing of products and explaining their benefits and uses to potential customers.
- Communicated with customers in person, by phone and by email to understand their needs.
- Maintained a working knowledge of the company's various products and services.
- Established and nurtured relationships with past customers and potential customers.
- Selections of potential customers through networking, cold calling and industry research.
- Using data to help customers understand how products can help them achieve their goals.

AWARDS AND RECOGNITION

- 3 Times Star of the month award in North Region for Best Performance Score.
- 4 Awards for "Making Difference & Standing Out" in automation ideas.
- 9 Times continuous awards for Best performance in Production fixes.
- 4 Times winner of Automation Ideas Guru from Client Side.
- 2 Times award from Wipro on most active new talents.
- Student of the Semester from University.

EDUCATION

GLA UNIVERSITY, MATHURA   Bachelor of Computer Applications
    2016 – 2019

SIMPKINS SCHOOL AGRA   Intermediate
    2014 - 2016

MILTON PUBLIC SCHOOL AGRA   High School
    2013-2014

PERSONAL DETAILS

Name	:	Mridu Jain
Date of Birth	:	27th July 1998
Gender	:	Male
Email	:	mradu.9827@gmail.com
Nationality	:	Indian
Languages Known	:	English, Hindi
LinkedIn	:	https://www.linkedin.com/in/mridu-jain-2709/

ABOUT

Work preferences   :   Looking for an opportunity through which I can improve & share my knowledge and skills.

DECLARATION

I hereby declare that all the above information furnished by me is correct and true to the best of my knowledge.

Mridu Jain