

RAHUL TIWARI

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CAREER OBJECTIVES

To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills. I am looking to leverage my expertise as an IT professional to contribute to the company's success while also increasing my professional growth and development.

PROFESSIONAL SUMMARY

- Highly experienced Monitoring Tools Specialist with over 9 years of experience as an IT professional including 5+ years of expertise in designing, implementing, and managing enterprise-level monitoring solutions. Seeking a challenging role to leverage skills in performance tuning, and system optimization to enhance IT infrastructure reliability in a dynamic and innovative environment.
- In depth experience in designing, implementing and managing multiple fault management, observability and ITSM tools- **IBM Tivoli Netcool Suite, Grafana, Prometheus, BMC Remedy** and many more.
- Over 9 years of experience in Enterprise Monitoring, Business Service Management and Configuration management.
- 5 years of experience in **IBM Tivoli Netcool suite of products**.
- 2 years of experience in implementing and managing observability tools- **Grafana, Prometheus, InfluxDb, Loki**.
- 3 years of experience in support environment - data centre application support, ticketing, monitoring and incident analysis.
- Experience in reporting, analysis, debugging and troubleshooting.
- Expertise in integration of Netcool with other ticketing tools and rule's development for probes in netcool/omnibus.
- Experienced in modifying the rule file as per project/client requirement.
- Experience on setting up and configuring **Grafana/ Prometheus**.
- Experience in configuring grafana dashboards, alerts and alarms based on KPIs and users' requirements.
- Experience with Data visualization, creating Grafana dashboards to display time -series based data plots.
- Experience in creating different types of graphs for data visualization.
- Expertise in integration of various data sources with grafana i.e. prometheus, influxDb, Loki.
- Working experience in **ITIL, Jira, Agile project management and confluence**.
- Excellent experience of handling multiple technology projects.
- Demonstrated abilities in generating healthy relationships with Internal & External Departments and maximizing service deliveries to clients.

- Excellent planning and organizing with the ability to prioritize tasks of different relative importance in one's own area of work based on understanding of criticalities and interdependencies in the project.

EXPERIENCE SUMMARY

Organization	Customer	Duraon	Role
Tech Mahindra	KPN Netherland	September 2022 till date	Sr. Software Engineer
Wipro Technologies Ltd	Bharti Airtel, India	June 2020 to september 2022	Administrator
Diksha Technologies pvt Ltd	Bharti Airtel, India	May 2019 to June 2020	Software Engineer
Nityo Infotech pvt Ltd	Infosys (Ministry of corporate affairs)	Jan 2019 to June 2019	Tivoli Consultant
HCL Technologies	SASOL, GE	June 2015 to Jan 2019	Analyst

SKILLS

Monitoring & Observability tools	IBM Tivoli Netcool, WebGUI, Impact, Grafana, Prometheus, InfluxDb, Loki
Language	Python, shell scripting
Databases	Oracle, MySQL, Sybase
Operating System (Platform)	Linux, RHEL, Ubuntu, centos, Windows
Server & cloud	AWS
Domain Knowledge	Telecom (NMS, EMS), IT infrastructure management
Applications	JIRA, Confluence, Opsginie, Miro
Methodology	Agile/Scrum, ITIL

EDUCATION

MBA from **Amity University** online in 2022-24

B.Tech (EEE) from **Uttar Pradesh Technical University(U.P.T.U.)** in 2010-14

ROLES & RESPONSIBILITIES

[Sep 2022 to till date] **KPN Netherland** | **Sr. Software Engineer**

- Installing and configuring **netcool components like objectservers, impact server, gateways and probes.**
- Upgraded netcool components (object servers, impact, probes, gateways). Installed latest patches (Fix Packs) on OMNIbus, WebGUI and Impact servers.
- Ems integration with Netcool Probe for Various Types of CORBA, SNMP, GLF and syslog Probes.
- Configured event dashboards as per client requirement and configured triggers.
- User addition or deletion based on the group. .
- Developed new rule files according to the requirement.
- Developing script like omnibus backup impact backup, script related to do for the monitoring, Ping status, Opsgenie configured.
- Troubleshooting issues raised by clients and correcting the impact policies and probe rules. Analysing requirements, checking feasibility and implementation of Sign of life (SOL) for various domains (or classes).
- Migrating probe instances or classes from old environments to new environments & decommissioning of domains from end to end.
- Proactive Monitoring of Netcool Infra like Mount point management, CPU & memory utilization, EMS heartbeat alarm, JDBC and SNMP gateways and monitoring of Netcool Critical Process. Automated Ticket Clearance issue with respect to alarm.
- Setting up and configuring **Grafana/ Prometheus** from scratch to end.
- Configuring grafana dashboards, alerts and alarms based on KPIs and users' requirements..
- Integration with different tools, API integrations and reports.
- Installing, configuring, maintaining **Grafana, Influx DB, telegraf, prometheus, Loki.**
- Creating **Grafana dashboards** to display time-series based data plots.
- Enhance existing Grafana dashboards and add new dashboards.
- Cloud experience in installing, configuring, maintaining Grafana.
- Experience with Data visualization, creating Grafana dashboards to display time-series based data plots.
- Provided technical support team for Netcool which involves handling on-calls and provided support while deploying new changes in production.
- Taking daily DMH (daily meeting Hurdle) calls with the team. Where we discuss all the issues related to server Health check and the story on which team is working in the current sprint.

- Setting a process to handle tickets on priority basis.
- Participating in scrum calls and sprint review calls on a daily and weekly basis.
- Involved and preparing Sprint planning calls and Sprint refinement discussion.
- Participating in Scrum retrospective calls with clients every alternate week.
- Coordinate with IBM PMR team if any critical issue on which clients need early resolution. Requirement gathering.
- Participating in the project meetings to discuss the solutions for different projects.
- Sprint retrospective activities, Sprint planning ,preparing SOP documents for reference and providing technical sessions to new team mates.

[June 2020 to Sep 2022] Bharti Airtel || Administrator

[May 2019 to June 2020] Bharti Airtel || Software Engineer

IBM Tivoli Netcool Tool –

- Ems integration with Netcool Probe for Various Types of CORBA and SNMP Probes.
- Rule file and Properties file changes in production environment as per customer requirements.
- Alarm related analysis like no alarm generation from the client devices, delay in Alarm reporting, Node mismatch, some correlation and enrichment related issues, failed auto ticketing cases etc.
- Proactive Monitoring of Netcool Infra like Mount point management, CPU & memory utilization, EMS heartbeat alarm, JDBC and SNMP gateways and monitoring of Netcool Critical Process. Automated Ticket Clearance issue with respect to alarm.
- Probe restart through Process Agent as well as Manually during EMS Activity.
- Impact Switching from Primary to secondary during any critical issue. Tool, filter creation, basic changes in trigger.
- Understanding of Telecom Infrastructure.
- Provided technical/operational support team for Netcool which involves handling on-calls and provided support while deploying new changes in production.
- Setting a process to handle tickets on priority basis.
- Participating in the project meetings to discuss the solutions for different projects.
- Installation and configuration of Netcool Component on different Platforms (Linux, Windows-2012R2).

BMC Remedy Tool –

Incident management -

- knowledge of Incident management and its life cycle.
- I have worked on customization as per the business requirement (Creation/Modification of workflows).
- provided day to day support as an administrator for the issues raised by the users using IM.

Change management –

- Worked on Change management and provided solutions to end users as per their issues. I have done customizations related to the approval flow of CRQ. Providing support and administration of the AR servers and all.

- SLM- I have done the Creation/Modifications of SLM as per business requirements. Provided roles to the end users related to SLA created.
- AR Servers/Tomcat Services - I have CLI knowledge of how to stop/start AR Servers and Mid-Tier tomcat Apache Services.
- Knowledge of Enabling and collecting Logs of AR Servers/Mid Tiers.

[Jan 2019 to May 2019] Infosys (Ministry of corporate affairs-MCA) | | Tivoli Netcool consultant

- Configured event dashboards as per client requirement and configured triggers.
- User addition or deletion based on the group.
- Installed latest patches (Fix Packs) on OMNIBus, WebGUI and Impact servers. Developed new rule files according to the requirement.
- Ems integration with Netcool Probe for Various Types of CORBA and SNMP Probes.
- Rule file and Properties file changes in production environment as per customer requirements.
- Alarm related analysis like no alarm generation from the client devices, delay in Alarm reporting.
- Troubleshooting issues raised by clients and correcting the impact policies and probe rules.
- Provided technical/operational support team for Netcool which involves handling on-calls and provided support while deploying new changes in production.
- Setting a process to handle tickets on priority basis.

[June 2015 to Jan 2019] SASOL/GE | | Analyst

- Provided L1 support to all technical teams for projects which involve handling on-calls, monitoring and ops support.
- Proactive monitoring of the whole IT infrastructure related to clients on monitoring tools like Netcool, NOI and SCOM.
- Handle P1/P2 issues on most priority and coordinate with the respective team to provide resolution in defined SLA.
- Ticking of incidents based on their priorities- P1/P2 and P3.
- Take care of SLAs of all raised incidents and follow up with teams.
- Reporting of incidents, requests raised every month and sharing reports with top management. Taking care of infra in planned change activity to avoid any kind of P1/P2 issues.

DECLARATION

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

Rahul Tiwari