Ravi Chandran

Observability and Monitoring Specialist

🗂️ Personal Information

Given name	Ravi Chandran	**Nationality**	Indian
Surname	Ganesh	**Phone number**	+91 8341 9060 62
Date of birth	30/10/1984	**Email address**	ravi.chandran.3084@gmail.com

🎖️ Objective

My career objective is to leverage my 13+ years of experience in Observability and monitoring of IT infrastructure to make a positive impact on an organization's performance and capabilities. My ability to troubleshoot and problem-solve, as well as my ability to work effectively with cross-functional teams, allows me to provide valuable insights and solutions that can improve the overall performance of an organization. I am eager to continue learning and growing in this field, and I am confident that I can make a significant contribution to any organization in this field.

💼 Professional Summary

- Conducted in-depth analysis, design, and documentation of Observability and monitoring architecture for IT infrastructure and applications
- Led team meetings and engaged in client discussions to gather requirements, providing updates on project progress and addressing challenges
- Leveraged AI technologies for efficient documentations and presentations
- Applied Python scripting for automation purposes, enhancing workflow efficiency and overall project effectiveness
- Experienced in ELK Stack setup, configuration and management
- Skilled in information retrieval using Elasticsearch
- Proven ability to design, build, and manage centralized log search engines
- Familiarity with Dynatrace architecture and installation/configuration
- Proficient in developing monitoring dashboards using Grafana
- Experienced in designing and implementing IT infrastructure monitoring solutions using IBM tools
- Strong knowledge of IBM Tivoli Monitoring (ITM), IBM Application Performance Management (IBM APM), and IBM Tivoli Netcool Suite
- Hands-on experience with Netcool probe rules, custom triggers, procedures, and monitoring situations/threshold managers
- Adept at integrating various tools and applications with monitoring solutions
- Developed monitoring solutions for various devices, appliances, and applications
- Strong troubleshooting and problem-solving skills
- Proven ability to work effectively with cross-functional teams to achieve project goals

🎓 Education

- **Master of Computer Application** (2007-2010) from Presidency School of Management & Computer Sciences, Hyderabad (affiliated to Osmania University) with an aggregate of 72%

- **Bachelor of Science** (2002-2005) in Mathematics, Statistics & Computer Science from Pragati Maha Vidhyalaya, Hyderabad (affiliated to Osmania University) with an aggregate of 58%

📦 Work Experience

Organization	Role	Client	Location	Duration
Wissen Infotech	Senior Advisor, IT Architect	Dell IT	Hyderabad, India	06/2023 – Present
Information Dynamics	Sr. Software Engineer	Saudi Payments, Dynatrace (POC)	Riyadh, Saudi Arabia	04/2021 – 01/2023
Jihat Al-Alamiah	Sr. Software Engineer	Saudi Customs, Saudi Payments	Riyadh, Saudi Arabia	10/2019 – 03/2021
Tech Mahindra	Sr. Software Engineer	Volvo Cars	Göteborg, Sweden Pune, India	01/2016 – 06/2019
MasterCom Technologies	Netcool Developer	Etisalat	Pune, India	11/2014 – 12/2015
Persistent Systems	Software Engineer	IBM SmartCloud Enterprise	Pune, India	03/2013 – 10/2014
i3 Software	System Engineer	APDRP	Dehradun, India	08/2012 – 02/2013
		1800Flowers.com	Hyderabad, India	03/2012 – 06/2012
		Ericsson	Delhi, India	03/2011 – 02/2012
		Nokia Siemens Networks	Noida, India	05/2010 – 01/2011

🔧 Skills

Technical Skills	Tools and Applications
Monitoring Tools	Dynatrace
	The ElasticStack
	IBM Tivoli Netcool Omnibus & Impact
	IBM Tivoli Monitoring & IBM Application Performance Management (APM)
Dashboards	IBM Dash
	Grafana
	Kibana
Centralised Logging	Log Stash
Scripting	Shell, Python
Operating Systems	Windows
	Unix / Linux
Monitoring Integration	IBM MQ, Datapower, ServiceNow, Dell Storage, Kafka, Network Devices using SNMP

🖥️ Management Experience

Monitoring Design and Architect
3+ years

- ❖ Worked closely with the application and product owners in designing centralised log search engine
- ❖ Thoroughly understanding the environment and design the monitoring solution which suits best to the client environment
- ❖ Handle client and team meetings to discuss the project status
- ❖ Interacting with customers on regular basis to understand their requirements and provide the best solution to meet their requirements
- ❖ Provide training sessions to operators to handle monitoring tools and make the best use of the monitoring
- ❖ Document the entire implementation plan and UAT

⚒️ Technical Experience

Dynatrace *3 years*	• End-to-end implementation of Dynatrace APM. • Deployment of OneAgent and Active Gateway plugins. • Configuration of extended plugins for Datapower and IBM MQ. • Implementation of synthetic HTTP monitors for targeted URLs. • Automated alerting and notifications using Smartscape topology and AI-based root cause analysis. • Development of custom dashboards for real-time monitoring and analysis. • Implementation and optimization of Dynatrace OneAgents and application-specific plugins.
The Elastic Stack *5 years*	• Implementation, optimization, and upgrading of the Elastic Stack in a multi-node cluster environment. • Ingestion of log events into Elasticsearch using Logstash. • Development of Shell and Python scripting for data acquisition and ingestion into Elasticsearch. • Ingestion of data from RESTful API into Elasticsearch. • Management of Elasticsearch indices. • Provisioning of access to Elasticsearch. • Creation and management of user and team access to respective dashboards in Kibana. • Configuration of IBM APM and Elasticsearch data sources. • Creation of dashboards for IBM APM and Elasticsearch data. • Configuration of email notifications for Elasticsearch graphs. • Import and export of dashboards in Grafana.
Grafana *7 years*	• Implementation, optimization, and upgrading of Grafana. • Creation and management of user and team access to respective dashboards. • Configuration of IBM APM and Elasticsearch data sources. • Creation of dashboards for IBM APM and Elasticsearch data. • Configuration of email notifications for Elasticsearch graphs. • Import and export of dashboards in Grafana. • Development of custom dashboards for real-time monitoring and analysis.
IBM Tivoli Netcool Omnibus **IBM Tivoli Netcool Impact** *10+ years*	• Installation, configuration and upgradation of Tivoli Netcool Suite • Development of triggers, procedures, probe rules • Develop and customize probe rules to enrich events, and for event-correlation and deduplication • Integrating with TSRM, ITM, APM, SCOM, HP SIM, CISCO UCS, etc • Installation and configuration of Netcool Reporter for historic reporting using ODBC gateway • Creating Netcool Impact policy for email notification in HTML format, event suppression, event-correlation • Configure Maintenance Window Management for the device under maintenance
IBM Tivoli Monitoring **IBM APM** *10+ years*	• Installation, configuration and upgradation of ITM and APM base • Installation, configuration and upgradation of monitoring agents like OS, ISM, Logfile, MQ, Database, etc • Developing monitoring situations/threshold managers to meet client requirements • Setting up historical data collection in the Tivoli Data Warehouse • Trouble-shoot agent connectivity and data collection issues

Documentation and Training	• Comprehensive documentation of the entire implementation process. • Providing user guides and documentation on script functionalities. • Conducting regular client meetings to gather requirements and provide project progress updates. • Facilitating client training sessions on observability tools and associated scripts. • Training interns and new team members about various monitoring solutions and best practices. • Documentation and presentation of monitoring solutions for training and knowledge sharing within the organization.

🧑‍🤝‍🧑 Reference

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