CONTACT

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📍 Bengaluru

EDUCATION

2017-2019

JNTU Anantpur

- Master of Degree

SKILLS

- Datadog
- Grafana
- Kibana
- new Relic
- Dynatrace
- Splunk
- AWS
- Linux
- Windows
- Java
- Python
- GitHub
- Git
- Incident Management
- Major Management
- Problem Management
- Change Management
- ITIL
- MySQL/PostgresSQL
- PL/SQL
- SLO/SLI/SLA
- JIRA
- Metrics/Alerts
- SpringBoot
- SpringWeb
- Spring Devtools
- Spring Data JPA
- Spring Cloud

My Portfolio

https://dineshc227.github.io/Dinesh/

DINESH CHALLA

SITE RELIABILITY ENGINEER

Profile

- Overall, 3+ years of experience in Site Reliability Engineering & Observability platforms and IT Infrastructure Services in Unix/Linux& Windows and Applications Production Support
- Experienced Observability Monitoring Engineer with over 3 years in administrative roles, specializing in providing 24/7 support for global customers in production environments.
- Proficient in APM monitoring tools such as DataDog, Grafana, Kibana, Dynatrace, Splunk, OMI, Tidal, and Sitescope. Skilled in managing SLOs, SLIs, and SLAs, and well-versed in ITIL frameworks including incident, change, major, and problem management. Proven ability in Datadog administration, dashboard creation, and monitoring services in production environments.

Work Experience

DXC Technology   2022 - Present
SITE RELIABILITY ENGINEER

- Provided 24/7 support to global customersfor payments applications in production environments.
- Managed and administered APM tools including DataDog, Grafana, Kibana, Dynatrace, Splunk, OMI, Tidal, and Sitescope.
- Implemented SLOs, SLIs, and SLAs to ensure performance metrics were met.
- Applied ITIL frameworks for incident, change,major, and problemmanagement.
- Created and maintained dashboards and monitors in DataDog for performance tracking.
- Onboarded application servicesinto production environments and performed gap analysis.
- Developed and refinedalerts for key performance indicators such as successrate, error rate, and composite alerts.
- Collaborated with developers on JIRA ticketcreation and escalation for issue resolution.
- Monitored alerts using Pager Duty to ensure timely responseand resolution.
- Hands on Experience in performing observability Tasks & Experience on creating dashboards, widgets, panels in data dog Tool.
- Experience on onboarding Application services into Datadog Monitoring tool.
- Analyzing data in data dog monitoring tool and exporting data into google sheets and sharing to business teams.
- Experience on finding& setting thresholds values for New Alerts.
- Experience on monitoring data dog, Grafana& kibana Monitoring tools.
- Having experience on monitoring Applications, services and jobs Etc.
- Hands on experience in creating Jira Tickets and Escalated to Developers.
- Analyzing and Preparing Incidents checklist and sharing to clients.
- Configuring the New Alert and Reducing the Noisy Alert.
- Working on SLA and SLI for Different Services in Payment from Data Dog Monitoring.
- Experience on creating Jira dashboards-based project requirements.
- Experience on pager duty Monitoring tool configuration and alerts set up.

Work Experience

Wipro Ltd   Apr 2022-Nov 2022
SITE RELIABILITY ENGINEER

- Provided 24/7 support to global customers for payments applications in production environments.
- Managed and administered APM tools including Datadog, Grafana, Kibana, OMI, Tidal, and SiteScope.
- Experience on finding & setting thresholds values for New Alerts
- Experience on monitoring Datadog, Grafana & Kibana Monitoring tools
- Having experience on monitoring Applications, services and jobs Etc
- Hands on experience in creating Jira Tickets and Escalated to Developers
- Analyzing and Preparing Incidents checklist and sharing to clients
- Configuring the New Alert and Reducing the Noisy Alert
- Working on SLA and SLI for Different Services in Payment from Data Dog Monitoring
- Experience on creating Jira dashboards-based project requirements
- Experience in pager duty Monitoring tool configuration and alerts set up
- Experience in performing Incident analysis and engaging with Root Cause Teams
- Work Experience on creating & sharing Daily Reports, Weekly status Reports and Monthly status reports to business clients
- Experience on Analyzing and performing basic troubleshooting steps in Applications Front End level and will try to find out the RCA.
- If it is required, try to reach out to the Next Level Support Team
- Provide front-line, second-level technical support as part of the IT Operations team to deliver exemplary customer service to clients
- Working on Weekend server patching activities like Pre & Post Patching activities on production Environments