



# Krunal Shambharkar

AIOps Solution Architect

## My Contact



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## Education

- *Bachelors of Engineering (Information Technology)*  
RTM Nagpur University  
June 2017

## Certification

- **Uipath RPA Associate**  
(InProgress)
- **Azure Fundamentals** (InProgress)
- **Java Fundamentals & Programming**  
Oracle Academy (May 2017)
- **Python3**  
Kaggle (July 2021)
- **AI for Everyone**  
Coursera (May 2021)
- **Linux CLI**  
LinkedIn (Nov 2020)
- **Problem Solving**  
Hackerrank (Oct 2020)

## Awards

- **Service & Commitment Award**  
2020/2022
- **On The Spot Award** | 2019/2020/2021
- **Special Initiative Award** | 2018
- **TCS -Codevita Winner** | 2015/2017

## Profile

Total 5+ years of experience in AIOps, Intelligent Infra automation and Robotic Process Automation (RPA). Experienced in designing and implementing various AI and ML based automation projects in an IT landscape comprising of multiple automation tools and technologies.

Expertise in infra monitoring domain: Designing efficient architecture for event and alert management through proper ITSM channels. Ability to understand customer's business needs and translate it into appropriate technical requirement and technology solutions. Enthusiastic Site Reliability Engineering (SRE) professional ensuring high availability (SLA) and efficiency of critical applications in the IT landscapes.

Looking to leverage my knowledge and experience into a position which will add value to organizational operations and enhance the client experience.

## Professional Experience

**Total Experience:** 5+ years (From June 2017 - Present)

**Company:** Digitate (A Tata Consultancy Services Venture)

(Link: <https://digitate.com/>)

### Roles

#### SOLUTION ARCHITECT (Implementation Team)

Jan 2022 – Present

Offshore Work location: Pune, India

Client: World's leading lithography machine manufacturer based out of Netherlands, Europe

Domain: Semiconductor

As a Solution Architect, my key responsibilities include designing efficient and sustainable solutions, governance on development and overall implementation of solutions.

Other key responsibilities include:

- Understanding and analyzing the requirements.
- Understanding standard operating procedures for enterprise operations.
- Understanding rules of composition and decomposition of service operations.
- Understanding the areas of process improvement, analyze and automate to avoid any future failures.
- Ensuring high performance and stability of automation platform instance.
- Constantly interact with my supervisor for delivery of project and project updates.

==>Designed solution for Event management to consolidate and reduce noise from alerts generated by various monitoring tools like AppDynamics, SCOM, Dynatrace and OEM using Analytics driven insights, correlation rules, duplication rules and user rules.

==>Designed solution to transform Oracle DB Provisioning from manual OEM console-based approach to efficient, fully automated ITSM Task driven usecase.

==>Designed solutions to automate usecases like VDI provisioning and Active Directory.

==>Designed solutions for collection of structured timeseries data from monitoring tools for multiple metrics. Used as input for analytics tools within the landscape to extract useful insights.

==>As part of Site Reliability Engineering, designed solutions to collect, Process, Analyze critical application metric data to ensure SLAs are met

## Key Skills / Strength

- Communication and Articulation
- Stakeholder Management
- Solution Designing
- Problem Solving
- Analytical thinking & Planning

## Agile Way of Working

-Experienced working in fully Agile ART environment.

-Current work environment uses below structure for driving continuous automation in IT Landscape through ART (Agile Release Train).

- Epics
- Program Increments
- Features
- Stories
- Tasks

-Involving sprint ceremonies : Sprint Planning, Daily Stand-up, Sprint Review, Sprint Retrospective.

## Hobbies

Trekking,  
Backpacking, Travelling,  
Volunteering in social causes,  
and Playing Cricket

## SOLUTION ENABLER (Implementation Team)

Jan 2021 – Dec 2021

Client: Multiple Clients in Europe, US, Canada

Domain: Retail, Energy, Logistics

- Implemented various automation usecases in client environment as per the solution design under the guidance of solution architect using ignio tool, Ansible, Bash, PowerShell and groovy for orchestration.
- Implemented Event and Alert Management using the ignio tool capabilities for effective noise reduction.
- Developed various adaptors for integration between ignio tool and monitoring tools such as AppDynamics, SCOM, Dynatrace, OEM and ITSM tools like Servicenow.
- Implemented ELK stack based log scanners for active log monitoring and alert reporting for issues observed.

## PRODUCT SUPPORT EXECUTIVE (L2 + L3)

Sept 2018 – Dec 2020

- Member of the product support team which was formed with initial 8 members and then gradually grown into a 40-member team.
- Worked on building a swarming team which led to faster resolutions for already known issues.

Following were the core responsibilities:

- Day to day product support on IGNIO appliance deployed over SAAS and On-premises Environment.
- Installation & Upgrade of complete IGNIO appliance from scratch on Linux & Windows in customer environments.
- Integrating, Troubleshooting, Implementation of IT Service Management products such as ServiceNow, BMC Remedy etc. and various monitoring tools.
- Researching & resolving customer reported issues in defined SLAs.
- Collecting & investigating multi-platform logs for determination of Issue root cause.
- Creating new Knowledge Base articles on reported issues for reuse throughout the Product Support Team as well as customer facing the same issues.
- Collaborating & Escalating cases to Engineering /Development teams using Atlassian-Jira Tools in case of product bugs or requirement of higher expertise.

## JAVA DEVELOPER

June 2017 – Aug 2018

- Developed support automation tool which resolve the issues faced frequently by customers. (Technology stack: Java- Spring Boot, Tomcat, PostgreSQL, Git)
- Developed the support utility for third party tool integration with IGNIO. (Technology stack: Java- Spring Boot, Tomcat, PostgreSQL, Git)
- Developed utility to autonomously create/raise defects in Atlassian-Jira. (Technology stack: Python-RestAPI and, Git)