**Harsha Jogam**

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**(408)627-5015**

**Splunk Engineer**

**Professional Summary:**

Around 7 years of experience in Information Technology with emphasis on **Splunk Administration &Development** and Software Developer associated projects.

* Design, support and maintain the Splunk infrastructure on**Windows and Linux**environments.
* Installation of SplunkEnterprise, Splunk forwarded, Splunk Indexer, Apps in multiple servers (Windows and Linux) with automation.
* Upgrading the Splunk Enterprise **to 6.4.5**and security patching.
* Extensive knowledge of Splunk architecture and various components.
* Demonstrated experience in the **development, analysis, and implementation** of 7x24 data center support infrastructure, processes, and policies.
* Configure the **add-on app SSO Integration** for user authentication and Single Sign-on in Splunk Web.
* Parsing, Indexing, Searching concepts Hot, Warm, Cold, Frozen bucketing.
* Working on indexers and computing servers and with configuration management.
* Create **DashboardViews, Reports and Alerts** for events and configure alert mail.
* Applying Security for Splunk with **EnterpriseSecurity** and **CiscoSecurity** Suits along with PCI Compliance.
* Monitor the Splunk infrastructure for capacity planning and optimization
* Troubleshooting Splunk **search head, Indexer and forwarder** issues and document.
* Used Splunk data Connector between Splunk Enterprise and Relational Database
* Team player in **Proof-of-Concepts** (POC) on Splunk implementation, mentored and guided other team members on Understanding the use case of Splunk.
* Experienced in requirements gathering and needs assessment, business processes documentation, and technical project management.
* Experience in Crystal reports.
* Experienced with OLAP functionalities like Scope of Analysis,Drill Analysis and Slice & Dice.
* Created many automation and applied into operations successfully.
* Good experience in all phases of SDLC viz. requirement analysis, designs, development, testing and post implementation revisions.

**Technical skills:**

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| Tools | Splunk, IBM(RAD),Eclipse, Net Beans |
| Splunk Modules | Splunk 5.x/6.1.x/6.2, Splunk Enterprise, Splunk DB Connect, Splunk Cloud, Hunk, Splunk on Splunk, Splunk IT Service Intelligence |
| Programming Language | C, Java, Python. |
| GUI | JSP, Java Script, CSS, HTML, AJAX |
| RDBMS | Oracle 11g/10g/9i/8i, MS-SQL Server 2000/2005/2008, Sybase, DB2 MS Access. |
| Web Technologies | Hibernate, Spring JDBC, Servlets, JMS, Web Services using SOAP, JSF, HTML, JavaScript, XML, Struts |
| Web/App Servers | Apache Tomcat 6.0, web logic8.1/9.2, web sphere 6.0 |
| Concepts | SDLC, Object Oriented Analysis and Design, Unified Modeling Language (UML), Assembly and System Level Testing, exposure in Agile. |

**Education:**

* Bachelors of technology with specialization in Electronics and Communication Engineering.

**Working Experience:**

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| **JP Morgan Chase(JPMC), Houston, TX Aug 2016 – Till Date** |
| **Sr. Splunk Application Developer** |

Main role is to get co-ordinate with the Stake Holder and to create an application based on the requirement and deliver it to the End User. Performed few admin duties.

**ProfessionalSummary:**

* Experience in Discussing with the **Stake Holders** and understanding the requirement.
* Evaluate the process to **on-board** the Raw Data to splunk with appropriate **Source and Sourcetypes** And applying the **field extractions** to that raw data.
* Developed **Summary indexes** to best suit the requirement and to enhance the performance of the Dashboard.
* Created HTML dashboards with third party java scripts and css to create visualizations.
* Created **Macros** for re usage**, Lookups, Views and Apps**.
* Experienced in using Time chart attributes such as span, bins, Tag, Event types, Creating dashboards, reports using XML.
* Working experience on Creating **Alerts, Saved Searches, Reports and Pivots.**
* Maintained Dashboards and meet the future requirements.
* Experience in basic **troubleshooting and debugging** problems and able to fix minor issues in Java script / CSS /js framework.
* Created EVAL Functions where necessary to create new field during search run time.
* Created many **DB identities and DB connections** with both **SQL Authentication and Windows Authentication** in both the versions (DBV1, DB V2).
* Experience in writing the **SQL quries** to **create DB inputs**.
* Requested to create the Groups to **Active Directory** and adding members to the groups.
* Requested for the **Keon access** to get the server access for myself and to the other members in the team.
* Created a **PPT and gave presentations** about the Applications to the **Particular End Users** for better understanding before delivering it to them .
* Use to schedule meetings twice a week in order to check the status of the Application Design and to discuss different ways to execute the Query faster.
* Updated each and every change or on-board in the **Jira Confluence** page and Share Point and Used to complete or update the tasks alloted in Jira.
* Responsible in scheduling Backups and Restore, Maintenance plans using Native & Third-party tools.
* Involved in ITSM, ITPAM and Change Management.
* Participated in On-Call Rotation twicw in a month and provided 24\*7 suport for the better results.

**Environment :**Splunk 6.4.5, windows, Linux, Netscaler, Citrix,Remote Connect, DB Connect, Jira, Jira Confluence, SharePoint.

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| **Calpine Corporation, Houston, Texas Oct 2015 – Jun 2016** |
| **Splunk Engineer** |

Main Role is to implement the Splunk Environment in REG(Regulatory) domain and **Following NERC CIP** Rules & Regulations. Helping the **Professional Splunk Services**(PSS) guy and gathering the Information required.

**Responsibilities:**

* Worked in installing **the Splunk Enterprise 6.3.3** on both Linux (Red Hat Distro) and Windows Serversas aseparate Splunk User.
* Worked in **installing** the **Splunk Universal Forwarder and Splunk Heavy Forwarder** on both Linux and Windows Environment.
* Installation of **Splunk Applications and Technology Add-ons** with respect to the technology.
* Updated the Splunk Enterprise **6.3.3 to 6.4.**
* Coordinating with the other Technology Teams and in-order to know the information of what type and How much GB/Day of Data/logs will be ingested/consumed into Splunk.
* Worked on the **Subscription of Servers** with RedHat to get the syslog-ng server work.
* Worked with **PSS in creating a Multi-Clustered** Environment.
* Experience with Splunk GUI development and operations roles.
* Worked on **Remedy Ticketing** Tool for the service request that are required.
* Worked on **Splunk Sizing** as per our license and restricted the daily indexing limit.
* Worked on the Deployment Server for Deploying the basic configurations on to servers and deploying License.
* Worked with the Linux Team for increasing the size of the Directories and changed the HOT/WARM bucket path to those Directories.
* Monitored **Database Connection Health** by using Splunk DB connect2 health dashboards.
* Worked on db\_connect 2 in order to connect to the databases like LENEL, ERACENT, SCCM/SCEP, XYLOC.
* Worked **on SQL queries** for creating Different SourceTypes for the Particular DB.
* Worked in creating the different Dashboards with multiple columns/Panels.
* Hands on Experience on Enterprise Security.
* Wrote complex views, functions and stored procedures using SQL, PL/SQL, to be used in Reports development.
* Worked in creating the reports and alarms for Lenel and EMS and Configured alert emails.
* Monitor the applications and provide daily reports on Splunk servers, responding timelines and troubleshooting.
* Completed the tasks in an efficient and timely manner reporting progress to the implementation Project Manager and Engagement Manager.
* Working on the Documentation of the Architecture of Splunk Environment.

**Environment:** Splunk 6.3.3, Splunk 6.4, Oracle 11g, Remedy, ES, Fireeye, DB-Connect2, EStreamer, Cisco Security Suite, Ziften**.**

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| **Viverae , Dallas, Texas** |
| **Splunk Engineer Apr ’14 – Sep'15** |

**Responsibilities:**

Responsible for maintaining, upgrading, deployment and proper configuration of Splunk servers. Level 2 support for on-boarding of log files. Assist users with the creation of apps and creating dashboards.

* Installation of Splunk head, Indexer and Forwarders on 1000+ servers (Windows & Linux environment).
* Install and maintain the Splunk add-on including the DB Connect 1, Active Directory LDAP for work with directory and SQL database
* Configure the add-on app SSO Integration for user authentication and Single Sign-on in Splunk Web.
* Configure and Install Splunk Enterprise, Agent,Apache Server for user and role authentication and SSO.
  + Configured Splunk Searching and Reporting modules, Knowledge Objects, Administration, Add-On’s, Dashboards, Clustering and Forwarder Management.
  + Managed the splunk licenses and restricted the daily indexing limit.
  + Splunk DB Connect 2.0 in search head cluster environments of Oracle, MySql.
  + Experience with Splunk UI/GUI development and operations roles.
* Automating in Splunk using Perl with Service-Now for event triggering.
  + Deployed Splunk updates and license distribution over multiple servers using a deployment server.
  + Create Dashboard Views, Reports and Alerts for events and configure alert mail.
  + Provides Splunk technical and infrastructure consulting services to clients.
  + Completes tasks in an efficient and timely manner reporting progress to the implementation Project Manager and Engagement Manager.
  + Used Splunk data Connector between Splunk Enterprise and Relational Database.
* Monitor the Splunk infrastructure for capacity planning and optimization
* Troubleshoot Splunk search head, Indexer and forwarder issues and document.
  + Server monitoring using tools like Splunk, Solarwinds-Orion, HP BSM and HP Open View.
  + Interpreted and developed SIEM products to meet the internal and external and customer requirements.
  + Integrated **ServiceNow** with Splunk to generate the Incidents from Splunk.
  + Worked in team for datacenter migration.
  + Hands on experience with configuring load balancing devices for vendors like Cisco, F5.
* Monitored and managed the enterprise ticketing and change management queue for all storage provisioning – including SAN fabric zoning and masking and NAS (CIFS/NFS) allocations
  + Provided Strategic support of Splunk integration and deployment, configuration and maintenance.
  + Resolved configuration based issues in coordination with infrastructure support teams and Splunk support.
* Responsible in scheduling Backups and Restore, Maintenance plans using Native & Third-party tools.
  + Review technical documentation and design documents of lower level engineers.

**Environment :** SPLUNK 6.1.3, SPLUNK 6.2, Unix, Oracle 11g, ServiceNow, MS SQL Server 2012, SQL server, Unix Scripting

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| **Williams Companies, Tulsa, OK Jan ’13 – Mar ‘14** |
| **Splunk Engineer** |

**Roles & Responsibilities:**

* Developing a new Splunk environment in multiple servers with 2 head servers, Search Head and node servers and training fellow team mates with the implementation of Splunk
  + Integrating the Splunk with Single Sign-On authentication and Service now ticketing tool.
  + Prepared, arranged and tested Splunk search strings and operational strings.
  + Created and configured management reports and dashboards.
  + Configured and administered JDBC, JMS, JNDI, and SNMP on WebLogic Server.
  + Provide admin, power access for users and restrict permissions on access to files, alerts and reports.
  + Real Transaction Monitoring (Dynatrace DCRUM)
  + Manage Splunk configuration files like inputs, props, transforms, and lookups
  + Developed, evaluated and documented specific metrics for management purpose.
  + Analyzed security based events, risks and reporting instances.
  + Troubleshoot and maintain the Splunk environment and provide 100% delivery through.
* Performing Windows 7/8/8.1 Enterprise installation, monitoring, software installation, and virus protection.
  + Worked on log parsing, complex splunk searches, including external table lookups.
  + Providing the throttle level for data errors and creating alert through mails
  + Managed and maintained use cases into correlation systems.
* Push Asset Summary Reporting (ASR) content from Splunk to RSA Archer based dashboard
  + Field Extraction, Using Ifx, Rex Command and Regex in configuration files.
  + Designed, developed and implemented system engineering plans and technical support services.
  + Worked on DB Connect configuration for Oracle, MySQL and MSSQL.
  + Monitored Database Connection Health by using Splunk DB connect health dashboards
  + Deployed various WAR, JAR, EAR applications in clustered environment.
  + Application Performance Monitoring (Dynatrace Application Monitoring)
  + Monitor the applications and provide daily reports on Splunk servers, responding timelines and troubleshooting.
  + Executed systems programming activities and supported data center activities

**Environment:** Windows Server 2012/2008/2003R2, Splunk, Linux, DNS, IIS, Blade Servers, SQL Server 2008/2005, Cisco Routers, WLAN, ServiceNow, BMC Remedy, SSIS.

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| **Blooms Software Solutions, India** |
| **Software Developer Apr ’10 - Nov ‘12** |

**Roles &Responsibilities:**

* Created Reports from Excel files using Business Objects through Personal data files.
* Created Different Universes for separate reporting requirements which run against Oracle 9i Database.
* Strong working knowledge of Business Objects Web Intelligence, Full Client.
* Involved in requirements gathering from the business users to build the reporting application by working closely with architects and business analysts to understand system and business requirements.
* Created Full Client reports using different Data providers like Oracle, MS-Excel, and MS-SQL server.
* Created classes and objects and gave business names and logically grouped them together.
* Resolved issues like Loops, Fan Traps & Chasm Traps by creating Aliases and Contexts as required in removing the cyclic dependencies.
* Created Full client, Web I and Crystal Reports based on the END Users and Business requirements and Modified the existing Reports based on the specifications and requirements.
* Extensively used slice and dice for generating master/detail and tabular reports.
* Used different business objects @functions like @select, @where, @prompt, Hierarchies, custom LOV's.
* Well versed in Business Objects with experience in Supervisor, Designer, Reporter, BCA Server

**Environment:** Business Objects 6.5, Web Intelligence 6.X, Crystal Reports, BCA 6.5, Publisher 6.5, Dashboard, Oracle 9i,Informatica, Windows XP, Win 2003/2000 Server, LDAP.