

# Gautam Gajra

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**Senior System Analyst | Passionate about Infra Stability, Cloud Automation & Observability | Opsview | Nagios | Splunk ITSI | Splunk Admin**

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## Professional Summary

Splunk Engineer with 3 years of experience across multi-region, multi-tenant Splunk Enterprise 8.x/9.x deployments. Operate clusters in NA, EU, and UK with 4+ Search Heads per region; support 80+ global clients with standardized ingestion patterns (per-customer clusters of 3 forwarders and HF when required). Build ITSI services/KPIs, correlation searches (NEAP), accelerated data models, and modern dashboards (Classic + Dashboard Studio). Integrate enterprise systems (SCOM, SNMP, Zabbix, Opsview) and cloud platforms (AWS, Azure), with a focus on stable upgrades, reliable onboarding, and actionable monitoring.

## Technical Skills

- **Splunk Enterprise:** Splunk Administration, Splunk Architecture, Data Onboarding & Integration, Splunk Query Language (SPL), Dashboards & Reporting, Alerting & Monitoring, Forwarder Management, Indexing & Data Parsing, User & Role Management, Data Hygiene & Filtering, Splunk ITSI
- **Monitoring & Observability:** Opsview, Splunk (ITSI), Nagios
- **Cloud & Virtualization:** Amazon Web Services (AWS), VMware (vSphere/ESXi), Linux (RHEL), Windows Server
- **Scripting & Automation:** Shell, Perl, Python (Basic), PowerShell, RegEx, Java (Basic)
- **Infrastructure as Code (IaC):** Terraform (Basic)
- **Networking:** SNMP, TCP/IP, DNS, Firewalls, Routers, Switches (BGP/OSPF Monitoring)
- **Databases:** Oracle, MySQL,
- **ITSM & Collaboration:** ServiceNow, IPaaS

## Professional Experience

**Capgemini Technology Service Ltd – (July 2022 – Present)**

**Business Unit – Cognitive & Robotics**

- Operate multi-region Splunk Enterprise (NA, EU, UK) with 4+ Search Heads per region and clustered indexers; maintain high availability, stable search performance, and clean package governance.
- Support 80+ global clients with standardized onboarding (per-customer clusters of 3 forwarders; Heavy Forwarder when required), managing approximately 240+ Universal Forwarders across fleets.
- Lead rolling upgrades from Splunk 8.x to 9.x across Search Heads, Indexers, Deployer, Cluster Manager, and forwarders; maintain runbooks, pre/post validation, and change control to reduce risk.
- Build and maintain ITSI services/KPIs, correlation searches, and NEAP policies to de-duplicate incidents and improve signal quality for NOC/SRE workflows.
- Engineer accelerated data models and tstats-based searches to stabilize dashboard load times and improve consistency of operational reporting.
- Automate forwarder onboarding and app lifecycle via Deployment Server classes and versioning; reduce configuration drift across Linux/Windows fleets.

- Develop dashboards (Classic + Dashboard Studio) with drilldowns and tokens; publish standardized availability/performance reports for service owners and operations teams.
- Implement robust field extractions/transforms (regex) and optimize lookups (CSV/KV) for event enrichment and efficient search-time filtering; align with CIM where applicable.
- Integrate SCOM (via Splunk Add-on), SNMP, Zabbix, and Opsview telemetry; unify alerts into ITSI correlation workflows for streamlined triage.
- Enable cloud ingestion from AWS and Azure (add-ons and custom collectors); standardize indexes, RBAC, and retention by account/subscription.
- Utilize Splunk DB Connect for real-time RDBMS ingestion; validate schemas, connectivity, and data completeness to support reporting and analytics.
- Monitor platform health and capacity, tuning knowledge bundle replication, search affinity, and scheduler concurrency for predictable performance as tenant data grows.

## Outcomes

- Maintained a 3-region (NA/EU/UK), 80+ client footprint with consistent onboarding patterns and governance.
- Established repeatable upgrade/runbook practices across regions to minimize risk during 8.x → 9.x transitions.
- Improved dashboard predictability and report turnaround through data model acceleration and SPL tuning.
- Streamlined Opsview Master upgrade via automated pre/post checks and validation to shorten execution windows and reduce manual effort.

## Education

- **Bachelor of Engineering in Computer Engineering** – Shivajirao Jondhale College of Engineering (June 2019 – 2022)

## Certifications

- AWS Cloud Practitioner , Power-BI, Splunk Power User Certification

## Leadership & Team Engagement

- **Mentorship:** Provided technical guidance and upskilling to L1 and L1.5 team members, fostering a culture of continuous learning and improving the team's first-call resolution rate.
- **Chief Fun Officer (CFO):** Organized team-building events, games, and town halls, promoting a positive, collaborative, and highly engaged work environment.