Gautam Gajra

Senior System Engineer | Passionate about Infra Stability, Cloud Automation & Observability | Opsview | Nagios | Splunk
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Professional Summary

Accomplished and results-driven Senior System Engineer with over 3 years of experience in designing, automating, and maintaining resilient cloud and on-premises infrastructure. A two-time Employee of the Year and awarded by Vice President for the achievements, recognized for technical excellence and proactive problem-solving. Proven expertise in engineering robust monitoring and observability solutions using tools like Opsview, Splunk, and Nagios. Passionate about enhancing system reliability, automating operational tasks, and leading complex integration projects from conception to completion.

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

- **Splunk Integration & Support:** Managed L2 support for Splunk, investigating and resolving incidents related to alert suppression, data correlation, and ticket generation failures within the Splunk ITSI environment.
- **Data Collection and Integration:** Collaborated with global teams to identify and integrate diverse data sources into centralized monitoring platforms. Engineered custom data ingestion pipelines from legacy tools (Tivoli) and modern platforms (Opsview) into Splunk, ensuring seamless data flow and availability.
- **Project Leadership (Infrastructure Migration):** Spearheaded the end-to-end monitoring integration for a major client (Solventum, a 3M spin-off), onboarding over 1,500+ infrastructure components (network, VMware, storage, backup). Configured data pipelines and correlation logic in Splunk to process and visualize alerts from the newly implemented monitoring solution.
- **Search, Reporting & Alerting:** Developed and optimized correlation logic in Splunk to integrate alerts from various monitoring tools, significantly reducing ticket volume by correlating multiple alerts from the same parameter into a single, updated ServiceNow ticket.

- **Troubleshooting and Incident Management:** Served as a primary on-call escalation point, independently resolving P1/P2 incidents including forwarder failures, application outages, and major ESXi server issues. Delivered comprehensive Root Cause Analysis (RCA) to prevent recurrence and improve system stability.
- **Custom Scripting & Automation**: Developed custom monitoring plugins and automation scripts using Shell and Perl to integrate bespoke data sources and enhance monitoring for log files, JBoss applications, and network protocols (BGP, OSPF, HA).
- **Mentorship & Documentation:** Mentored and upskilled L1/L1.5 team members on monitoring tools and troubleshooting procedures, improving team efficiency. Maintained detailed documentation for configurations and standard operating procedures (SOPs).

Education & Certifications

- **Bachelor of Engineering in Computer Engineering** – Shivajirao Jondhale College of Engineering (June 2019 - 2022)
  Published IEEE project paper on Blockchain-Based Electronic Voting System
- **Diploma in Information Technology** – Vidyalankar Polytechnic
- **Certifications**:
  - **AWS Certified Cloud Practitioner**
  - **Power BI Practioner Certification** – Capgemini OCEAN
  - **Agile Software Development** – Coursera
  - **MongoDB SI Associate Certification**
  - **In Progress:** Actively pursuing Splunk Power User Certification , Azure, and GCP certifications to deepen multi-cloud expertise.

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.

Projects & Achievements

Capgemini

- Successfully led the 3M Solventum infrastructure observability integration, achieving 100% delivery on monitoring goals.
- Automated server health check scripts, resulting in a 35% improvement in operational efficiency.
- Received direct client appreciation and multiple internal awards for resolving critical production issues with minimal downtime.

Academic Projects (During B.E.)

- **Blockchain-Based Electronic Voting System** – Developed a secure and transparent voting system using blockchain technology.
- **Image Restoration** – Created an image restoration tool using Python and OpenCV to enhance and recover distorted images.
- **IoT-Based Air Quality Monitoring** – Designed a real-time air quality monitoring dashboard integrated with Android app and sensor-based IoT devices.