

# Hi, I'm Abid Rakha.



## Professional Summary

Experienced Splunk Engineer with over 5 years of expertise in optimizing monitoring environments for IT infrastructure and security. Currently pursuing a Master's in AI/ML, with a passion for transitioning into roles focused on data science and machine learning. Skilled in Python, data visualization, and statistical analysis, with a solid foundation in managing large-scale data systems through Splunk. Eager to apply emerging AI/ML techniques to real-world problems, building on my experience in system optimization, incident response, and data-driven decision-making. Looking to contribute to innovative AI/ML projects while leveraging my existing strengths in data engineering and infrastructure monitoring.

## Contact

📞 07538707150

✉️ abid.rakha1@hotmail.com

📍 London, UK

## Education

- **MASTER OF SCIENCE - ARTIFICIAL INTELLIGENCE AND DATA SCIENCE**  
Sep 2025  
Northeastern University London, *London*
- **BSC - MATHEMATICS**  
Jun 2015  
Kings College London

## Experience

- **SENIOR SPLUNK ENGINEER** Mar 2022 - Current  
*Bank of England*
  - Collaborated with SMEs and key stakeholders to develop comprehensive business and technical monitoring solutions using Core Splunk and Splunk IT Service Intelligence (ITSI), ensuring alignment with operational requirements.
  - Integrated Splunk with Remedy in collaboration with Splunk Professional Services to automate alert management through ITSI Episodes, improving incident response times and operational efficiency.
  - Led the design, documentation, and rigorous testing of disaster recovery and resilience strategies for Splunk environments, ensuring minimal downtime and continuity during critical outages.
  - Provided ongoing management, support, and maintenance for all Splunk platforms, enabling IT operational monitoring for business-critical infrastructure and applications.
  - Developed processes to synchronize configurations across multiple Splunk environments, ensuring consistent deployments and seamless operational continuity.
  - Partnered with Operational Acceptance Testers (OAT) and key stakeholders to identify, troubleshoot, and resolve monitoring bugs, delivering fully tested and optimized Splunk monitoring solutions before go-live.
  - On-call 24/7 to respond to monitoring system issues, maintaining continuous operation of the monitoring platform and ensuring rapid incident resolution during off-hours.

## Skills

- Python
- Machine Learning
- Data Analysis
- Data Visualisation
- SQL
- Splunk Architecture
- Splunk Enterprise
- SPLUNK ITSI
- Splunk Technical Add ons

## Certifications

- AWS Certified Solutions Architect
- AWS Certified Cloud Practitioner
- Splunk Core Certified User
- Splunk Core Certified Power User
- Splunk Core Certified Advanced Power User
- Splunk Core Certified Admin
- Splunk Certified IT Service Intelligence Admin
- Splunk Certified Enterprise Architect
- Splunk Core Certified Consultant
- Datacamp Data Scientist with Python

## **SPLUNK ENGINEER** Jun 2020 - Feb 2022

*Bank of England*

- Architected and designed Splunk Enterprise environments in collaboration with a small team of engineers and Splunk Professional Services, ensuring scalable and efficient deployments.
- Administered, configured, and built multiple high-security Splunk platforms, including distributed, multisite indexer clusters and search head clusters for robust data analysis and search performance.
- Installed and configured various Splunk applications, technology add-ons (TAs), and integrations, such as Splunk DB Connect, Splunk IT Service Intelligence (ITSI), and other onboarding TAs to extend platform functionality.
- Collaborated with stakeholders and application, infrastructure, and security owners to onboard diverse data sources into Splunk via Universal/Heavy Forwarders, R-Syslog, HTTP Event Collector, and DB Connect, optimizing data flow and visibility.
- Utilized Core Splunk to create actionable insights by developing custom dashboards, reports, alerts, and other knowledge objects to monitor onboarded data and drive operational efficiency.
- Leveraged Splunk ITSI to autonomously monitor business, technical, and service-level operations by building ITSI services, key performance indicators (KPIs), glass tables, and other visual elements to ensure proactive issue detection.
- Took ownership of the Confluence platform to document and maintain processes for configuring and managing Splunk environments, ensuring knowledge sharing and process consistency.
- Partnered with Platform Engineering and Cyber Security teams to design and maintain comprehensive business documentation for system configurations and operations.
- Managed user onboarding processes and handled Role-Based Access Control (RBAC) configurations, ensuring secure and organized user access across the platform

- uDEMY Java for Complete Beginners

## **CONSULTANT** Apr 2019 - Jun 2020

*ECS Consulting (On-Site at Lloyds Banking Group)*

- Engaged as a Splunk Consultant within the Tooling Team to administer, optimize, and introduce enhanced monitoring capabilities across various business units.
- Acted as a Splunk Architect for the Splunk Infrastructure Team, building a pre-production, multi-site, multi-indexer clustered cloud environment using IBM Aurora Data Cloud instances to support robust testing and scalability.
- Led the migration of Lloyds' Payment Monitoring System (PBAM) to Splunk IT Service Intelligence (ITSI), improving real-time visibility and operational efficiency.
- Collaborated with key stakeholders, product owners, developers, and testers to design and implement Splunk monitoring solutions for new API journeys, ensuring seamless integration.
- Developed and optimized a complex Splunk query to calculate API endpoint downtime, replacing an existing SQL script and reducing data processing from millions of rows to thousands, improving performance tenfold.
- Assisted the Group Analytics Team in utilizing Splunk's built-in REST API endpoints to migrate critical logs into a Hadoop-based platform, streamlining data transfer.

- Worked on a large-scale Splunk environment (v7.2.6) comprising a multi-site indexer and search head cluster with over 1,000 forwarders, 26 indexers (ingesting 7+ TB of data daily), and 12 search heads.
- Administered and developed Splunk dashboards, alerts, and reports to monitor APIs using SPL, XML, and regular expressions, providing actionable insights into business operations.
- Provided support and training to users on how to efficiently query and report in Splunk, improving overall platform utilization across teams.
- Troubleshoot and resolved Splunk infrastructure issues, identifying root causes related to architectural and logging challenges to ensure system stability and performance.

## ○ **ASSOCIATE CONSULTANT** *Aug 2018 - Apr 2019*

*ECS Consulting*

- Worked towards becoming a qualified Splunk Architect, gaining hands-on experience in designing and optimizing Splunk environments.
- Collaborated with colleagues to design and build a demo Splunk ITSI environment that leveraged automation, AI, and machine learning to monitor critical banking payment processes.
- Delivered this demo as part of a strategic pitch to key business stakeholders, demonstrating the capabilities of Splunk ITSI in enhancing operational visibility and efficiency for payment systems.
- Played a pivotal role in promoting Splunk ITSI globally, positioning ECS Consulting as a specialist in this emerging market domain.
- Successfully pitched the Splunk ITSI payments solution to Principal Consultants, securing a high-value deal to implement ITSI in two divisions of Lloyds Banking Group (LBG).

## ○ **BUSINESS INFORMATION ANALYST** *Jan 2018 - Aug 2018*

*Norton Rose Fulbright*

- Delivered bespoke reporting and analysis using Business Objects, SAP, and ECC reporting tools.
- Provided management and client reporting for global and regional business units.
- Assisted in finance disbursements management, billing support, and cost recovery, identifying and recovering 20% of £500,000 in misplaced funds.

## ○ **DATA ANALYST** *Aug 2017 - Dec 2017*

*Anacap Financial Partners*

- Managed all data processes related to current portfolios and assets within SQL Server Management Studio (SSMS), ensuring data integrity and security.
- Encrypted sensitive data across multiple tables in SSMS to prevent unauthorized access and data leakage.
- Coordinated import/export of portfolio and asset data using SQL Server Integration Services (SSIS) to ensure seamless data flow to relevant systems.
- Collaborated with investment associates, data analysts, and BI developers to optimize investment procedures, driving improvements in operational efficiency.
- Utilized Power BI and SSMS to perform QA checks on mapped data, ensuring accuracy and compliance with internal data standards.

## ○ **GRADUATE DATA ANALYST** *Aug 2016 - Jul 2017*

*Clarion Housing Group*

- Worked at Europe's largest housing association, managing data for over 125,000 homes and 360,000 residents.
- Developed core data management skills, mapping data from multiple systems to a new Microsoft Dynamics AX platform.
- Utilized SQL and SSMS to query and manipulate data, troubleshoot data quality issues, and write stored procedures to streamline SQL processes.
- Created ETL scripts using SQL and SSIS to migrate and integrate data across the organization.
- Collaborated with stakeholders and functional consultants to align technical solutions with business requirements, enhancing operational processes.

## ○ **MATHS TUTOR – LEARN/PRIVATE TUTOR** *Oct 2015 - Sep 2018*

*Private*

- Instructed students in Mathematics from Key Stage 3 (KS3) to A Levels, adapting teaching methods to meet individual learning needs.
- Assessed student performance by marking classwork, homework, and test papers, providing constructive feedback to enhance understanding.
- Developed engaging lesson plans and educational materials to support student learning and foster a positive learning environment.
- Guided students in exam preparation, helping them improve their confidence and performance in mathematics.