TAARIKA HEGDE

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PROFESSIONAL EXPERIENCE

JPMORGAN CHASE, Jersey City, NJ

Associate, Infrastructure Engineer - Global Technology Infrastructure   February 2019 – Present
- Consulted with over 700 application teams, located globally, to understand log analytics requirements. Configured clients onto the log analytics as a service platform (LogA) and resolved issues on data ingestion, filters, dashboards, alerts, reports and queries.
- Developed Python scripts to automate comments and status transitions on LogA support tickets resulting in a 20% reduction in service-level agreement times.
- Presented Splunk and Elasticsearch demos at company-wide technology events and facilitated monthly stakeholder meetings with upwards of 200 clients to increase engagement and adoption of LogA Service.
- Designed customer surveys using Confirmit survey technology to determine Net Promoter Score and customer pain points for LogA Service. Presented survey analyses to senior management and incorporated results into the service roadmap.

Analyst - Global Technology Infrastructure   July 2016 – February 2019
- Analyzed most commonly raised customer support tickets and developed a knowledge base within Confluence wiki software to integrate with Jira Service desk ticketing system.
- Produced technical documentation for customers on Splunk and Elasticsearch machine learning capabilities (e.g. anomaly and outlier detection through unsupervised and supervised learning algorithms), RESTful APIs, search, and data visualization features.
- Created a Proof of Concept monitoring system for the LogA Platform using Splunk IT Service Intelligence. Defined top infrastructure and business KPIs and built dashboards to effectively monitor major components of the system.
- Managed migration of 20 critical trading applications to centrally hosted Splunk service resulting in cost savings upwards of $1M and ensuring timely decommission of end-of-life hardware.
- Lead for the Software Engineering Program Peer Mentoring Committee. Paired over 100 incoming analysts with mentors and organized events within a $2k annual budget to foster mentoring relationships amongst junior talent.

Business Analyst Intern – Global Technology Infrastructure   June 2015 – August 2015
- Built dashboards in Splunk to actively monitor user experience KPIs from client virtual desktop environment using Splunk search processing language and XML.

Business Analyst Intern – Asset Management   June 2014 – August 2014
- Developed a resource distribution dashboard using multiple corporate data sources in QlikView business intelligence software to facilitate senior management decision-making on matters of budget and resource allocation.

Edison Welding Institute Capstone Project   January 2016 – May 2016
- Developed an Arc Welding optimization program in Excel VBA as part of industrial engineering capstone project. Program implemented a design of experiments methodology, performed regression analysis, and provided weld optimization feedback.

EDUCATION

Johns Hopkins University   January 2020 – Present
Pursuing M.S. Computer Science

The Ohio State University   August 2012 – May 2016
B.S. Industrial and Systems Engineering, *cum laude* (GPA 3.6/4.0)
- Data Analytics and Optimization Track; Honors Engineering Program; Morrill Full-Tuition Scholarship Recipient

SKILLS AND CERTIFICATIONS

- **Skills:** Java, Python, SQL, Splunk, Elasticsearch (ELK stack), Unix/Linux, Kafka, Jira, Bitbucket, Confluence, Excel VBA, Agile
- **Certifications:** Splunk Power User (2016), Professional Scrum Master - Scrum.org (2018)