

## Curriculum Vitae

### ➤ Personal Data:

DINESH DILIP DAPHALE

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Address: 260, Bhadgaon, Tal.Khed, Ratnagiri.

DOB: Dec 31, 1993.



### Current Position: **Tech Lead**

### Professional Experience: **Total: 3.2 Years**

#### Technical Skills/ Tools:

- SPLUNK Enterprise
- BEM PATROL
- Grafana
- OSMOSYS
- Moogsoft AiOps
- Service Now
- Microsoft SCOM
- SolarWinds

### ➤ WORK EXPERIENCE

**1.Client: Credit Suisse** Location: EON 2 Kharadi, Pune  
Duration: June 2020 – Present

#### **Role and Responsibilities:**

As working for client Credit Suisse was responsible for managing operations for international wealth management application for APAC, EMEA and AMER zone. As a Monitoring Ops had responsible to configure new monitoring and optimize existing monitoring for better performance. As SPLUNK admin, onboarding new application on Splunk, user access etc were handled by me.

#### **SPLUNK Administration & Development**

- Monitor the SPLUNK infrastructure for capacity planning, system health, availability and optimization
- Oversee the maintenance of existing Monitoring and Event Management implementations
- Maintain overall health and stability of existing platforms by ensuring root cause analysis and non-repeat of critical issues

- Provide guidance on-boarding new teams on to the platforms and engineer custom solutions for non-standard requirements
- Review and improve procedures and documentation to increase the maturity of the monitoring and event management service
- Strong understanding of operating systems and their file system to get the data injected into Splunk.
- Helping users in onboarding of the data and troubleshooting in case of any issue in fetching data in Splunk .
- Manage SPLUNK user accounts (create, delete, modify, etc.)
- Dashboard, reports creation in Splunk as per the requirement.
- Onboarding new Apps and Add-on in a Splunk environment.
- Add /Remove log sources. Troubleshoot issues with log sources or systems with vendor, and report system defects as needed
- Setting up the alerts for newly deployed servers.
- Configuring threshold and other definitions for the servers according to the requirement.
- Performing planned upgrades for Splunk .
- Setting up a clustered environment and maintenance of Splunk infrastructure.
- Setting up and maintaining a multisite environment for Splunk infrastructure.
- Troubleshooting the configuration issue.
- Applying blackouts for the planned weekly activities according to the regions. Monitor the SPLUNK infrastructure for capacity planning, system health, availability and optimization
- Use of Puppet for distributing configurations over the universal forwarders.
- Manage SPLUNK user accounts (create, delete, modify, etc.
- Dashboard creation for the various application owners which includes all the details about the devices under their application.
- Resolving tickets in Service Now for requests like change in threshold, removing devices for monitoring, adding device, adding maintenance window and other troubleshooting.

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**2.client: con EDISON,** Location: Cognizant CDC, Pune.  
Duration: June 2019 to May 2020

**Senior System Engineer:**

- Maintaining and managing existing local infrastructure using monitoring tool.
- First level troubleshooting and escalating it to appropriate team.
- Track and Coordinate activities for incident resolution.

- Responsible in monitoring performance and system usage.
- Performed Root Cause Analysis and created the corrective action strategies to mitigate risks.
- Work independently with minimal guidance on day-to-day tasks.
- Provide resolution, work around and follow-up details to the particular technical team.
- Ticket creation and assignation of tickets to various teams according to the SOP.
- Ownership of Critical incidents and tasks, which includes communicating with the various stakeholders to collect and notify updates at a regular interval.
- Handled tools like SCOM, ServiceNow, SolarWinds, Mail Monitoring, etc.,
- Provided 1st level Infrastructure Support for Client's based Windows, Linux Servers based all over the world.

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➤ **Educational details:**

Course	Passing Year	Institute	Board/ University	Marks %
B.E. E&TC	2018	S.K.N. College of Engg.Vadgaon(BK)	Savitribai Phule Pune University	75.26 Distinction
Diploma E&TC	2014	Government Poly. Ratnagiri	M.S.B.T.E.	82.17 Distinction
S.S.C.	2009	K.B.R. High School, Khed	S.S.C. Board, Kolhapur.	88.00 Distinction

➤ **Declaration:**

I hereby declare that the information provided above is true to the best of my knowledge. In case of any error or omission found, I shall be liable for the consequences.

Date: 07/08/2022.

Place: Mumbai.

Dinesh Dilip Daphale.