**SUSHMA SUMAN**

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# PROFESSIONAL PROFILE

* Dynamic professional having almost 6 years of versatile experience in Business Analyst, Technical Analyst and Splunk enterprise.
* Excellent communication, interpersonal, analytical and problem-solving skills with good technical background. Proven ability to learn quickly and rapidly adapt to new challenges.
* Proven expertise in Business Analysis, Client Servicing, Leading Team, Coordination and Process Improvement.
* Capable of handling the team and meeting delivery deadlines in a fast paced, high pressure environment with good time. management skills and ability to prioritize multiple projects.
* Hard working, progressive and positive attitude with good communication, interpersonal and management skills.
* ITIL V3 Foundation certified.
* Splunk enterprise Security Certified Admin.
* SIEM certified (Security Information and Event Management (SIEM) Administrator.

# PROFESSIONAL EXPERIENCE

**Company: Cognizant Technology Solutions**

**Role: -** (Jan 2016 – Apr 2020) Comcast Production Support - (Technical Analyst)

**Location:** Hyderabad, India

**Key Roles & Responsibilities as an individual contributor:**

❖ Analyzing log files in the UNIX based STBs to identify the root cause of the incidents and perform troubleshooting.

❖ Document Splunk deployment architecture.

❖ Responsible for Splunk deployment and server infrastructure analysis, optimization and capacity planning.
❖ Responsible for administrating and maintaining the SPLUNK platforms for enterprise Security Information and Event Management SIEM Administer Splunk and Splunk Apps to include extending/modify existing Apps to perform specialized functionality Strong experience in Splunk Architecting and Implementation

❖ Understanding of Splunk architecture and clustered environments the splunk engineer should be familiar with a Linux environment, General Windows and Unix operating system.
❖ Good knowledge on Java based applications, microservices based architecture and understands monitoring around HANA Database.

❖ Scaling existing environments to meet capacity needs by adding new indexers, search heads etc.

❖ Altering the state of existing environments including switching from non-clustered to clustered system, single site to multisite

❖ Managing configurations effectively including version control processes to ensure bad configurations can be reverted

❖ Routine software upgrades to Splunk and underlying layered technologies.

❖ Expertise on implementing tools like - New Relic, AppDynamics, etc. on Production across data centers on cloud.

❖ Document installation steps, support procedures, backup and recovery, troubleshooting etc.

❖ The candidate must have good knowledge in admin and development area for Splunk.

❖ Should be able to understand the requirements of the customer and based upon should be able to provide solution for it.

❖ Should be able to front face various Audits with regards ISO, PCI and other finance related compliance audits.

❖ Good experience on exploring and implementing APM Solutions E2E for a product/solution.

❖ Good Knowledge on configuration of apps on Deployment server, Splunk upgrades, Forwarders & Reports and Dashboards.

❖ Work experience in deploying apps and add-ons (PCI compliance and CIM add-on mandatory.

❖ Knowledge in Regular Expression and scripting language.

**Past Experience:**

**Company: Cognizant Technology Solutions - Bangalore**

**Role: -** (June 2014 – Dec 2015) Mattel Production Support - Engineer Trainee

**Location:** Bangalore, India

 ❖ Managed a team of 14 members and ensuring service delivery.

 ❖ Focus on owning and resolving incidents and Service requests in alignment with the SLAs.

❖ Created reports in SNOW for tracking ticket status on a daily basis.

❖ Co-ordinated with different application and support teams to troubleshoot and resolve issues.

❖ Adapting to new processes, attending KT sessions & creation of/updating run books. Creating periodic reports.

❖ Training & mentoring associates and providing shadow support, tracking progress.

❖ Take on ad-hoc responsibilities independently in a detail-oriented, analytical and self-driven manner.

❖ Ensured to contribute maximum FLR (First Level Resolution) on monthly basis.

❖ Created Monthly presentations showcasing ticket trend and analysis to Account team.

❖ Regular feedback session to team on ticket audit.

❖ Coordinated with Account team for Scope addition & Performance review.

#  SKILL SET

* Received award for Best Performer in Jan-2016 in Technical Analyst from Client.
* Completed RHCSA (Red Hat Certified System Administrator) in RHEL 7 in Nov-2017.
* Successfully completed training on Flavors of Unix provided by the Cognizant.
* Attended and successfully completed an internal training on ITIL v3 offered by Cognizant.
* Attended and successfully completed an internal training on Communication Skill by Cognizant.
* RHCE certified (RedHat Certified Engineer).

**TECHNOLOGY PROFICIENCY**

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| --- | --- |
| Networking | OSI network layers, TCP/IP, Firewalls, IDS, IPS, Router |
| Protocol | **http, https, ftp, ssh ssl, dns, nfs, smtp, imps, pop3** |
| Project Management Tool | **Slack, Confluence, Trigger, Zabbix, Nagios, ELK, Grafana ,Splunk**  |
| Source Code Version Control tool | **Git, TFS** |
| Change Management Tool | **JIRA, SNOW, BMC** |
| Artifact Repository | **Sona type Nexus** |
| Languages/Scripting | **Ruby** |
| Operating Systems | **Windows, Linux** |
| Platform | **RedHat, Centos, Solaris, Ubuntu, Linux, IBM AIX** |
| Database | **MSSQL, Postgre SQL 9.2, Oracle, IBM DB2**  |

# ACCOLADES

* Recognition from Business Head for successful resolving the issues for embedded team and other projects.
* Recognition Award for Badminton Quarter final round in COIMBATORE regional level.
* First prize winner in Cultural dance event in Cognizant [2014-2015].
* Received the Best Performance Award for outstanding performance by meeting the case closure target and scoring maximum number of Customer satisfaction survey.
* First prize winner in Cultural Dance event at KALOTSAVA-an Inter Collegiate Fest Competition, at SSIT [2010-2011]
* Member of NSS camp organized in the COGNIZANT TECHNOLOGIES SOLUTION.
* Regular contributor to blood donation at camps.
* Active participation in creative collaborative team assignments (collage, fuel-less cooking, t shirt painting, technical quiz competition) organized at college-level.
* Attended the workshop “HACKNEX” based on ethical hacking and information security.
* Participated in Science Olympiad foundation in 2007.
* Participated and won prize in various Cultural Events in school and college.
* Participated in science exhibition at school.

# PERSONAL DETAILS ACADEMIC CREDENTIALS

* **B.E. [Computer Science] :** V.T.U, India in 2013 with 75%
* **Higher Education:** CBSE board, with 64%
* **Tenth Standard:** CBSE board with 64%

**Name**: Sushma Suman

**Date of Birth**: 28-Jan-1992

**Marital Status**: Single

**Languages Known**: English, Hindi, Bengali and Tamil (To Speak)

**Wishing to relocate:** Any Place