Kunali Bharambe

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Objective

Competent Software Engineer having 2.1 years of experience working with Zensar Technologies in monitoring & troubleshooting field. Advanced knowledge of Linux, Windows, networking(CCNA) & certified with RHCSA & Azure. Adding to this having good knowledge about OOPs concepts.

Experience

Software Engineer, Zensar Technologies

December 2018 – Present, CIS shared services

1. **HELPDESK ANALYST(2018 Present):**

   - Used ManageEngine service desk plus tool to handle P1 as a critical incidents which are raised on this tool & taking necessary actions on it adhering 100% SLA.
   - 24/7 environment support to monitor their infrastructure, their business impacts if any service goes down.
   - Handling bridge call to resolve issues which has major impact on their business using ring central tool to co-ordinate with stakeholders.
   - Ensuring the daily change requests are deployed successfully. Driving the calls to keep the teams updated with their initial tasks.
   - Extracting report via tool & scheduling the report.

2. **RIM ANALYST(2019 Present):**
   Client: C. Hoare & Co.(CHC)

   - Monitoring tools like SCOM, Big Brother, OEM, ORION, Live Attunity, Database servers, SCCM servers.
   - Checking all alerts on these tools to perform supplementary actions.
   - Checking servers health on health explorer to catch up more information & escalates the alerts as well with respective teams.
   - Informing the alerts to L2 team & raising an incident for the same using Service Now tool in which we used to monitor health of live servers, CPU & disk utilization, Oracle database alerts.
   - Handled critical End of Day process of the Bank(CHC).
   - Scheduled patching activity on Windows server with the help of PowerShell.
   - New server building with desired configurations.
   - Worked on Big Brother tool to monitor their systems & networks performance to check which server is available.
   - Working on AWS Workspace.

- Created and shared all types of report from an existing data table or sources.

3. **ManageEngine Application Manager(2019 Present):**
Silica server Monitoring

- Monitoring the servers, databases alerts like server down alerts, Oracle database down alerts, Service down alerts, disk space & physical memory utilization alerts on Application Manager tool.
- Monitoring Site 24*7 alerts like .net monitoring, network monitoring, REST API monitoring, FTP & DNS monitoring, Windows, Linux, FreeBSD & OS X Monitoring.
- In 24*7 site, there are websites to monitor, RUM, checking SSL/TLS certificate. In server monitoring Windows, Linux, FreeBSD, OS X, VMware, AWS, Docker, Azure, GCP. We can pullout the syslogs of Linux server. In admin option we have access to add & remove servers. In windows monitoring we can monitor CPU & Disk usage, in case the threshold exceeds we free up some space.
- Monitored network monitoring from cloud that tracks and monitors the health and performance of network components, endpoints, and links for their faults, and helps to diagnose, optimize. It involves router, switch, firewall, UPS, WAN Accelerator, Wireless monitoring types.
- Raising an incident using ManageEngine Service Desk tool & setting thresholds value, setting up monitors.
- Creating service requests & Incident on the tool based on defined issues.
- Fetching report via Apps Manager tool, preparing PPTs to analyse alerts count, repetitive alerts, duplicate alerts count & to reduce them.
- Run the test cases for particular web site & check the result & raise an incident after informing to incident manager.
- Working on Virtual Desktop Infrastructure to monitor all this alerts.

4. **Active Directory Users & Computers:**

- Performed tasks like administration task, user creation, resetting password using ADUC tool.
- AD user creation, user access management via Active Directory.
- Created documentation & knowledge base all tasks, technologies involved in transition.

Education	Pune University – Ahmednagar – BE(Computer) graduated in 2018

Technical Skills:

- **Knowledge with one or more of** : Python, Java, C++
- **Web Technologies:** Familiar with HTML .
- **Systems:** Windows, Unix/Linux.
- **Tools used:** ManageEngine service desk cloud plus, ServiceNow, Apps Manager, Site 24*7, Big Brother, Jira

Certifications

- Red Hat RHCSA certification
- AZ-900 Certified
- AZ-104 Certified
- CCNA (R & S) training certification

Languages Known

- English
- Marathi
- Hindi

Skills & Abilities

- Good communication skills
- Keen observation
- Active listening
- Hard working
- Quick learner

Achievements

- Annual excellence award in 2019 in "Delivery Excellence category"
- Awarded "Team Customer Centricity- Q4FY19 CHC RIM SUPPORT".
- Appreciations got from CTO for the fabulous work done.
- Recognized by client for meeting SLAs.
- Appreciated for not having any single escalation on projects despite of WFH.

Declaration

I hereby declare that all the information furnished above is   true to the best of my knowledge and belief.

Place: Pune

Date:

Yours' sincerely

(Kunali Bharambe**)**