ANKIT N PATEL

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Professional Summary

- Results-driven **Site Reliability Engineer** with **6.5+ years of hands-on experience** in **Splunk Administration, DevOps, and Cloud Infrastructure Management**. Skilled in designing, implementing, and maintaining **high-availability, scalable systems** across **GCP, AWS, and Oracle Cloud** environments. Expertise in **Kubernetes, ArgoCD, GitOps workflows, CI/CD pipelines, and Infrastructure as Code (Terraform)**.
- Strong proficiency in **monitoring and observability** using **Splunk ITSI, Prometheus, and Grafana**, coupled with automation skills in **Bash and Python**. Proven track record of enhancing system reliability, performance, and operational efficiency through **SRE best practices** and cross-functional collaboration.

Technical Skill

- **Operating Systems:** Windows Server, RHEL, Ubuntu
- **Monitoring & Observability:** Splunk Core/ITSI/ES, Prometheus, Grafana, Zabbix, Icinga
- **Splunk Expertise:** Deployment, configuration, optimization; dashboard & alert development using SPL; ITSI Glass Tables, KPI/service monitoring; log onboarding user, access, policy management; performance testing & migration
- **DevOps & GitOps:** CI/CD (GitLab, Jenkins, Bitbucket); GitOps (ArgoCD, Helm, Kubernetes/GKE); release & change management; rollback strategies; automation of deployments
- **Cloud & IaC:** GCP, AWS, Oracle Cloud, Azure; Terraform for provisioning & managing cloud/on-prem infrastructure
- **Linux Administration:** Server installation/configuration (RAID), LVM, crontab scheduling, patching, DNS, user/group administration, SSL certificate management (Trustwave)
- **Databases & Integrations:** SQL/NoSQL monitoring (Splunk DB Connect); integrations with ServiceNow, Jira, Teams, Email; intermediate MySQL knowledge
- **Automation & Scripting:** Bash scripting for operational automation; Python for microservices and workflow automation, php for web development
- **Collaboration & Tools:** Jira, Confluence, Git, Bitbucket, Agile/Scrum
- **Backup & Recovery:** Commvault for backups, restores, and disaster recovery testing

Miratech India Pvt Ltd, Bengaluru, India

Site reliability Engineer - Splunk (June 2024 - Present)

- **Splunk & Monitoring Expertise:** Extensive experience with **Splunk Core and ITSI**, including deployment, configuration, optimization, and dashboard development using **complex SPL queries**. Implemented advanced monitoring setups with ITSI services, Glass Tables, alerting mechanisms, and integrations with **SQL/NoSQL databases**.
- **Site Reliability Engineering & Observability:** Introduced **SRE practices**, defining SLIs/SLOs, establishing KPIs, implementing **error-budget tracking**, and improving system resilience. Strong focus on **observability, automation, and cross-team collaboration**.
- **DevOps & GitOps Practices:** Designed and implemented **GitOps workflows** using **GitLab, Helm, GKE, and ArgoCD**. Hands-on experience with **CI/CD pipelines, containerized deployments, and Infrastructure as Code (Terraform)** for cloud-native environments.
- **Automation & Scripting:** Developed **Bash scripts** to automate operational tasks and reduce manual intervention; experience with **Python** for microservices automation and monitoring workflows.
- **Cloud & Microservices:** Experienced with **GCP**, microservices architecture, and monitoring microservices using **Prometheus** and **Grafana**. Knowledgeable in **scaling, high availability, performance optimization, and multi-cloud deployments**.
- **Team Leadership & SME Activities:** Mentored junior team members, conducted **knowledge-sharing sessions**, and provided guidance on Splunk best practices, ITSI use case implementations, and observability strategies. Acted as the SME for Splunk applications and monitoring workflows, supporting multiple project teams.
- **Use Case Management & Solution Design:** Designed and delivered **end-to-end Splunk use cases**, including **alerting, dashboards, service health monitoring, and reporting**. Evaluated requirements, created technical solutions, and ensured enterprise adoption.
- **Collaboration & Stakeholder Engagement:** Partnered with stakeholders and client teams to collect monitoring requirements, evangelize Splunk usage, and design dashboards and automation solutions. Delivered **technical sessions, demos, and training** for operational teams, improving adoption and process efficiency.

Project: HSBC Bank

Description: HSBC is a leading global banking and financial services organisation, headquartered in London, operating across 60+ countries, serving personal, corporate, and investment clients with a focus on customer-centricity, global connectivity, and sustainable growth.

Accenture, Gujarat-Pune, India

Splunk Application Developer SRE (March 2022- June 2024)

- Developed Splunk applications and knowledge objects tailored to business requirements, enhancing monitoring and alerting capabilities.
- Developed and maintained **Splunk applications and knowledge objects** aligned with business goals, improving monitoring and alerting accuracy across environments.
- Hands-on experience with **Splunk Cloud and Splunk Enterprise Security (ES)** for large-scale, multi-tenant deployments.
- Collaborated with stakeholders during **Agile sprints**, translating functional requirements into actionable monitoring and automation deliverables.
- Created and fine-tuned **complex SPL-based alerts**, integrating with **ServiceNow, Jira, Microsoft Teams, and email** for seamless incident management.
- Designed **Glass Tables, KPIs, and service health monitoring** using **Splunk ITSI**, boosting observability and real-time operational insights.
- Implemented database monitoring with **DB Connect App**, and built dynamic dashboards using **XML, SPL, and Grafana** for actionable visualization.
- Led **data onboarding** from **Linux and Windows platforms**, and integrated **network device monitoring** through **Splunk and Zabbix**.
- Developed **Bash automation scripts** to streamline operational workflows, reducing manual effort and improving system reliability.
- Deployed and maintained **applications on Linux servers**, managing log collection, system monitoring, and environment health checks.
- Managed **CI/CD and deployment pipelines** across **GCP, AWS, and Oracle Cloud**, ensuring consistent, zero-downtime rollouts.
- Implemented **Infrastructure as Code (Terraform)** for automated provisioning, configuration, and environment setup.
- Applied **GitOps practices** using **GitLab, Helm, and ArgoCD** to enhance deployment consistency and version-controlled automation.
- Oversaw **release and change management**, ensuring compliance, rollback readiness, and minimal service disruption.
- Advocated **SRE principles**—defined SLIs/SLOs, error budgets, and performance KPIs to enhance system reliability and service uptime.
- Worked within **Agile and cross-functional teams**, delivering scalable monitoring, automation, and DevOps solutions across hybrid cloud infrastructure.

Project: Spacsavers

Description: Specsavers is a leading multinational optical and audiology retailer headquartered in the UK, with over 2,200 stores and 40,000 employees across Europe, the Middle East, and Africa (EMEA). The company provides **eye care, hearing services, and** eyewear solutions through a joint venture model, combining local ownership with centralized brand support.

Tata Consultancy Services Limited, Gujarat, India

System Administration & Site Reliability Engineer (June 2019- March 2022)

• Engineered and supported **Linux infrastructure** and configuration management systems, ensuring enterprise-grade performance, security, and high availability.

• Managed centralized Linux repositories for automated patching, OS updates, and software deployments across client environments.

• **Administered and maintained Splunk Enterprise environments**, including configuration of indexers, search heads, deployment servers, heavy/light forwarders, and cluster management.

• Managed Splunk user authentication and role-based access control (RBAC) using LDAP/SAML integrations to maintain secure, audited access.

• Onboarded diverse log sources (Linux, network devices, application logs, syslog, APIs, cloud metrics) using custom-built Technology Add-ons (TA) and data onboarding best practices.

• Developed and optimized **SPL** (Search Processing Language) queries, dashboards, reports, and alerts for performance and operational insights.

• Conducted proactive Splunk health checks using the Monitoring Console and custom scripts to monitor indexing, search performance, and system health.

• Integrated Splunk with **Grafana** and **Icinga** for unified alerting, visualization, and service monitoring.

• Automated routine administration tasks such as index creation, app deployment, and data validation using **Bash and Python** scripts.

• Performed version upgrades, patching, and cluster maintenance while ensuring zero downtime through rolling restarts and backup verification.

• Implemented best practices for **data onboarding, parsing (props/transforms),** and **index-time/extraction-time field configurations.**

• Created summary indexes, scheduled reports, and acceleration strategies to improve query performance and resource efficiency.

• Participated in DevOps workflows, using Jira, Confluence, Bitbucket, Git, and Jenkins for version control, CI/CD automation, and collaborative project tracking.

• Delivered on-call production support and rotational coverage, maintaining SLA adherence and high uptime through efficient incident resolution.

• Documented and tracked incidents, root-cause analyses, and service requests, contributing to improved operational transparency and continuous improvement.

Project: Kindred Group – Unibet

Description: Kindred Group plc is a leading online gambling operator headquartered in Malta, offering multiple brands (including Unibet and 32Red) across regulated markets in Europe and Australia. The company provides sports betting, casino & games, poker, and bingo via a proprietary, scalable multi-brand platform. It emphasizes responsible gaming, high regulatory standards, and technology-driven operations.

Certifications

- **Google Cloud Certified – Associate Cloud Engineer**
- **Oracle Cloud Infrastructure 2023 Certified Foundations Associate**
- **Microsoft Certified – Azure AI Fundamentals (AI-900)**
- **DevOps Training** – Nisarg Software Ltd, Gujarat, India
- **Udemy Certifications:** DevOps CI/CD, RHCSA, Splunk Administration (2020), Agile Project Management, Computer Forensics, and 11+ other IT certifications
- **LinkedIn Learning:** PHP Essential Training

Academic Qualification

- **Bachelor of Computer Applications (BCA)** – Development & Networks
  Gujarat University, Ahmedabad – 2016 to 2019 (Graduated with Distinction)
- Completed **14 years of formal education** (Primary to Graduate)

Key Performance & Impact Highlights

Customer Impact: Implemented enterprise-wide SRE practices for HSBC, Specsavers, and Kindred Group across **EMEA, Asia, US, and Australia**, delivering 10+ end-to-end Splunk use cases that improved incident detection and reduced MTTR by **30–40%**.

Reliability & Observability Impact: Defined **SLIs, SLOs, and error budgets** for critical services, improving system uptime to **99.95%**. Implemented advanced monitoring frameworks using Splunk ITSI, Prometheus, and Grafana to ensure proactive detection of performance and availability issues.

Automation & DevOps Impact: Developed **50+ Bash/Python/php/Terraform scripts** for operational automation, CI/CD pipelines, and GitOps workflows using ArgoCD, Helm, and Kubernetes. Streamlined cloud deployments across GCP, reducing manual intervention and deployment times by **25–30%**.

Infrastructure & Technical Impact: Managed **~2000+ servers**, including patching, high-availability configurations, LVM, DNS, and SSL certificate management. Deployed and optimized **30+ Splunk instances** supporting 50+ critical systems, improving observability and operational efficiency.

Team Leadership & Knowledge Impact: Mentored **10+ junior engineers**, conducted SME sessions, and delivered hands-on workshops on SRE best practices, monitoring, and automation, reducing onboarding time by **25%** and fostering a culture of reliability and proactive incident management.

Innovation & Solution Impact: Designed automated monitoring and alerting solutions, implemented cloud-native observability for microservices, and applied SRE frameworks to improve resilience, scalability, and error detection. Introduced process improvements that reduced repetitive tasks and enhanced operational excellence.