

Madheshwaran R

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Summary

Detail-oriented and motivated Software Engineer with hands-on experience in log analysis, infrastructure monitoring, and observability using tools like Splunk, ELK, AppDynamics, and Grafana. Skilled in cloud services and incident management through ServiceNow.

Technical Skills

- **Observability & Monitoring:** Splunk, ELK Stack (Elasticsearch, Logstash, Kibana), AppDynamics, Grafana, ServiceNow
- **Cloud, Infrastructure & DevOps:** AWS, Microsoft Azure, Linux Administration, Jenkins, Terraform.
- **Data & Analysis:** Log Analysis, Performance Monitoring, SSH Tectia, SecureCRT.

Experience

Software Engineer, LTIMindtree – Bangalore, India June 2024 – Present
Client: CITI Bank

- Integrated applications with Splunk by configuring file monitoring, HEC, TCP, and DB Connect inputs; managed configurations across environments.
- Maintained Splunk infrastructure (indexers, forwarders, search heads); resolved performance and log integrity issues.
- Managed ELK stack and automated Java heap dump cleanup on Logstash nodes.
- Administered AppDynamics (controller, DB agents); ensured platform stability and resolved agent issues.
- Configured and maintained Grafana dashboards, data sources, and access permissions.
- Provided L2/L3 support for monitoring tools; resolved 250+ requests, 450+ tasks, and 500+ incidents with 100% SLA compliance and zero escalations.

Graduate Engineer Trainee, LTIMindtree – Bangalore, India April 2024 – June 2024

- Trained in Linux (Ubuntu, Red Hat) and ITIL practices (incident, request, change management).
- Learned log ingestion, parsing, and monitoring fundamentals.
- Simulated troubleshooting and root cause analysis using observability tools.

DevOps Intern, LTIMindtree IGNITE Training – Cloud Track Feb 2023 – June 2023

- Completed IGNITE Cloud Track with an assessment score of **86%**.
- Trained in Java, CI/CD with Jenkins, and Infrastructure as Code using Terraform.
- Gained hands-on experience with AWS services (EC2, IAM, S3) and DevOps tools.

Education

Panimalar Institute of Technology, B.E. Electronics and Communication Engineering Aug 2019 – May 2023
• CGPA: 8.98/10

Certifications & Courses:

- **Splunk Certified:** Splunk Enterprise Certified Admin – Udemy 2025
- **Microsoft Certified:** Azure Administrator (AZ-104) – Feb 2025, Azure Fundamentals (AZ-900) – Feb 2023
- **Oracle Certified:** Oracle Cloud Infrastructure (OCI) Fundamentals – Nov 2023
- **Courses:** Completed Cloud Computing & AWS Fundamentals course on Udemy – July 2022

Awards:

- **Recognition:** Received the Super Screw Spot Award from LTIMindtree
- **Badges:** Earned recognition badges for Accountability and Problem Solver for demonstrating ownership and effective issue resolution.