

# NICKY TIWARI

Technical Services Engineer | Infrastructure Monitoring & Observability Engineering

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## PROFESSIONAL SUMMARY

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Results-driven Technical Services Engineer with 7+ years of experience in Infrastructure Monitoring, Observability Engineering, and AIOps across enterprise environments. Proven track record in OpsRamp Administration, Datadog Administration, SCOM, and Grafana, with hands-on exposure to Application Performance Monitoring (APM), Distributed Tracing, and Log Management & Log Pipelines. Skilled in Alert Tuning & Noise Reduction, Event Correlation, Automation & Auto-remediation, and Incident Response, consistently reducing mean-time-to-detect and mean-time-to-resolve across large-scale monitoring estates. Experienced in leading cross-functional teams, driving Cloud Monitoring (Azure) initiatives, and delivering Dashboard Development and Root Cause Analysis (RCA) that improve system reliability and stakeholder visibility. Adept at platform migrations, ServiceNow Integration, and translating business requirements into scalable observability solutions.

## KEY SKILLS

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### Monitoring & Observability:

OpsRamp Administration | Datadog Administration | Infrastructure Monitoring | Observability Engineering | Application Performance Monitoring (APM) | Distributed Tracing | Log Management & Log Pipelines | Synthetic Monitoring | SLO / SLA Monitoring | Service Catalog | Dashboard Development | SCOM 2016/2025 | Grafana | HP SiteScope / OBM / OBR

### AIOps & Incident Management:

Alert Tuning & Noise Reduction | Event Correlation | Automation & Auto-remediation | Incident Response | Root Cause Analysis (RCA) | Patch Management | Performance Optimization

### Cloud & Application Monitoring:

Cloud Monitoring (Azure/AWS) | IBM MQ | IBM WebSphere Application Server (WAS) | MSSQL | MariaDB | ServiceNow Integration | CheckMK

### Platforms & Administration:

Windows / Linux / VMware Administration | Active Directory & DNS | TCP/IP Networking | uCMDB | Applink Clip / COSO | ITSM (ServiceNow)

## PROJECT EXPERIENCE

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**Technical Services Engineer** – Fujitsu Consulting India Pvt. Ltd. – IPF

Oct 2024 – Present

### OpsRamp – Team Leadership, AIOps Implementation & Administration

- Lead a team of 5 engineers delivering end-to-end Infrastructure Monitoring and Observability Engineering using OpsRamp and CheckMK, owning daily operations, task allocation, and client-facing communication.
- Mentor team members on monitoring best practices, Incident Response procedures, and SOP adherence, improving team-wide consistency and reducing onboarding time for new monitoring use cases.
- Implemented AIOps capabilities in OpsRamp including Event Correlation, Alert Tuning & Noise Reduction, and intelligent alert grouping, cutting redundant alerts and improving signal-to-noise ratio for the on-call team.
- Executed OpsRamp gateway upgrades across both Nextgen and Classic architectures with zero downtime, validating connectivity and monitoring continuity post-upgrade.
- Defined and documented operational processes and runbooks covering monitoring workflows, escalation paths, and Incident Response, standardizing Root Cause Analysis (RCA) practices across the team.
- Built Automation & Auto-remediation workflows in OpsRamp for recurring alert conditions, reducing manual intervention and improving mean-time-to-resolve (MTTR).
- Own Patch Management for the monitored server estate via OpsRamp, scheduling and tracking compliance to reduce vulnerability exposure windows.
- Configured Log Management & Log Pipelines in OpsRamp — log collection, parsing rules, and alert triggers — to surface critical events faster and support faster RCA.
- Deployed and tuned application monitoring for IBM MQ, IBM WebSphere Application Server (WAS), MSSQL, and MariaDB, tracking queue depth, connection pool utilization, and response times to support Performance Optimization.

- Lead Cloud Monitoring (Azure) onboarding in OpsRamp, integrating resource discovery and alert policies for VMs and cloud services to extend observability beyond on-premise infrastructure.

### **Datadog – Infrastructure Monitoring & Observability (Datadog Fundamentals Certified)**

- Building working knowledge of Datadog Administration through hands-on practice in a test environment — agent installation on Windows and Linux hosts for real-time Infrastructure Monitoring and metrics collection.
- Created and configured monitors with custom alert thresholds and notification routing, applying Alert Tuning & Noise Reduction principles to keep alerting actionable.
- Developed custom dashboards (Dashboard Development) tracking CPU, memory, disk I/O, and network utilization across monitored hosts for improved operational visibility.
- Explored Log Management & Log Pipelines in Datadog — log parsing, processors, and log-based monitors — to extend detection beyond infrastructure metrics.
- Reviewed Application Performance Monitoring (APM) and Distributed Tracing data to understand service dependencies and identify latency bottlenecks in a sample application stack.
- Completed Datadog Fundamentals certification covering platform architecture, integrations, tagging strategy, and core Observability Engineering concepts; continuing self-paced study toward Synthetic Monitoring, SLO/SLA Monitoring, and Service Catalog.
- Configured downtime schedules and notification routing to prevent alert noise during planned maintenance windows.

### **SCOM – Migration & Administration**

- Led SCOM migration from version 2016 to 2025 using a parallel upgrade strategy, delivering zero monitoring downtime during transition.
- Manage server onboarding and offboarding in SCOM, maintaining an accurate and efficient Infrastructure Monitoring environment as the estate scales.
- Administer SCOM user accounts, role-based access control, and Run As accounts to maintain secure agent communication.
- Create and maintain SCOM groups, custom monitors, and alert rules, tailoring coverage to evolving client requirements.
- Perform BAU Alert Tuning & Noise Reduction, threshold adjustments, and false-positive resolution to improve detection accuracy.
- Built Grafana dashboards (Dashboard Development) on SCOM data for real-time visualization shared directly with client stakeholders.
- Authored SOPs for SCOM processes, enabling consistent execution and faster knowledge transfer across the team.

## **Senior Project Engineer – Wipro**

Jun 2023 – Oct 2024

### **OpsRamp – Implementation & BAU**

- Drove OpsRamp platform implementation from inception — requirement gathering, client meetings, and rollout — establishing Infrastructure Monitoring and Observability Engineering capability from the ground up.
- Built webhook integration between Azure and OpsRamp for automated alert ingestion, strengthening Event Correlation across cloud resources.
- Managed Cloud Monitoring (Azure) onboarding in OpsRamp — subscription discovery, VM monitoring policy, and maintenance scheduling — for a multi-region cloud estate.
- Delivered ServiceNow Integration with OpsRamp, enabling automated incident creation and bidirectional ticket sync that accelerated Incident Response.
- Ran daily sanity checks across applications, integrations, dashboards, and alerts, maintaining platform health and SLA compliance.
- Supported data center migration activities, ensuring monitoring continuity and agent reconfiguration with minimal coverage gaps.

## **Project Engineer – Wipro**

Jul 2019 – May 2023

### **OpenText (MicroFocus) Tools – Implementation & Support**

- Led a team of 7 engineers supporting a multi-tool Infrastructure Monitoring environment spanning OBM, OBR, SiteScope, HP Server Automation, NNMi/NOM, BSMC, APM, uCMDB, COSO, and Applink Clip.
- Integrated SiteScope, NOM, BSMC, COSO, and Applink Clip with OBM, strengthening Event Correlation and unifying alerting across tools.

- Executed multiple platform upgrades (SiteScope, OBM, NNMi/NOM, BSMC, Applink Clip, uCMDB) with structured post-upgrade validation, ensuring zero monitoring gaps.
- Monitored network and security devices for failures and CPU/memory/link utilization, proactively flagging issues before they impacted service.
- Deployed OA and SA agents across Windows, UNIX, and AIX servers; resolved agent-state issues (hung, buffering, certificate failures), improving agent uptime.
- Owned Incident Response and Root Cause Analysis (RCA) for P1/P2 incidents, driving resolution and post-incident reporting for critical production issues.
- Automated package installation (Winlogbeat, Cybereason, Trendclient, Flexra, Trelis, Symantec) via HP Server Automation scripts, cutting manual deployment effort.
- Led end-to-end DR drills twice annually, validating failover readiness and documenting outcomes for audit purposes.
- Built custom monitors (log, event, URL, file/directory, WebSphere) in SiteScope to meet specific client monitoring requirements.
- Delivered KT sessions, SOPs, and troubleshooting guides, supporting team upskilling and reducing dependency on individual expertise.

## CERTIFICATIONS

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- **HPE2-N71** – HPE Hybrid Cloud Solutions (2026)
- **Datadog Fundamentals** – Datadog (2025)
- **OpsB L100 / L200 / L300** – OpenText (MicroFocus)
- **IT Operations Management Overview** – OpenText (MicroFocus)
- **Linux Admin L1/L2** – Udemy
- **VMware for Absolute Beginners** – Udemy

## AWARDS & RECOGNITION

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- Best L1 Engineer Award
- Inspiring Performance Award
- Victory League Award

## EDUCATION

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**M.Tech in Computing Systems and Infrastructure** (CGPA: 8.25) – Birla Institute of Technology and Science, Pilani  
**B.Sc.** (74.7%) – Kurukshetra University