

PRABHAT KUMAR GIRI

📍 Noida, India

📞 9044492956/8840794964
prabhatgiri2@gmail.com



CAREER OBJECTIVE

To acquire a position that offers me the opportunity to apply my technical skills and willingness to learn in order to make an organization successful.

SUMMARY AND WORK EXPERIENCE

IT Operations & Monitoring Engineer with **9+ years of experience** in OpsRamp, SCOM, and infrastructure monitoring across enterprise environments. Proven expertise in **end-to-end implementation, automation, and L2/L3 troubleshooting** for Windows, Linux, and cloud platforms. Hands-on experience in **Python scripting, Postman API automation, and Wintel server management**. AWS Certified professional focused on **enhancing monitoring efficiency, reducing alert noise, and improving system reliability**.

I am working in Fujitsu as a Technical services engineer expert. Also, I have experience in Perform administrative tasks from the OpsRamp/System Center Operation Manager console and provide application support for the OpsRamp/SCOM platform and create and maintain monitoring and notification rules.

Working simultaneously on 3 projects, 2 projects (Daikin, Mölnlycke) for OpsRamp and 1 project (Netwest) For SCOM at Fujitsu as a Lead and providing KT.

KEY SKILLS

Monitoring Tools: OpsRamp, SCOM (2012 / 2016 / 2019)

Automation: Python (Basic), Postman (API Testing & Automation), Teraform

Cloud: AWS (Certified), Azure (Basic)

Wintel: Windows Server troubleshooting, patching, performance tuning

Operating Systems: Windows, Linux

Integrations: SNMP, VMware, Azure, ServiceNow, Dell Storage

Reporting: SQL Server Reporting, Power BI (Basic)


Other: Alert Correlation, Patch Management, SLA & Incident Management

CERTIFICATIONS

- AWS, OpsRamp

PROFESSIONAL EXPERIENCE

Fujitsu Consulting India Pvt. Ltd.

 Oct 2022 – Present

Role: Technical Services Engineer (Lead)

- Leading monitoring operations for multiple projects: Daikin, Molnlycke, Netwest
- Delivered end-to-end OpsRamp implementation, including NextGen Gateway deployment (Kubernetes using Helm)
- Configured integrations with Azure, ServiceNow, VMware, SNMP devices, Dell Storage
- Designed and implemented alert correlation, escalation policies, and first-response automation
- Reduced alert noise through optimization and fine-tuning of monitoring configurations
- Built custom dashboards and reports for business and technical teams
- Performed Wintel server troubleshooting (CPU, memory, patching, services)
- Automated monitoring workflows using Python scripts and Postman APIs
- Managed patching for Windows and Linux systems via OpsRamp
- Created custom attributes, device groups, templates, and monitoring policies

HCL Technologies

 Mar 2018 – Oct 2022

Role: Senior Analyst

- Managed and supported SCOM environments (2012 / 2016 / 2019)
- Performed L2/L3 troubleshooting, handled outages, and resolved performance issues
- Designed and deployed custom Management Packs (MPs)
- Configured server, network, and URL monitoring
- Worked on SCOM migration, upgrades, and gateway server setup
- Implemented monitoring for Windows and Linux agents
- Generated reports using SQL Server Reporting tools
- Supported Azure server configuration and agent troubleshooting
- Delivered daily, weekly, and monthly SLA reports

PROJECTS

Daikin & Molnlycke (OpsRamp)

- End-to-end implementation, integrations, and alert automation
- Gateway deployment and monitoring optimization
- Netwest (SCOM)
- Monitoring setup, reporting, and infrastructure support
- Performance tuning and incident resolution

Achievement

- **Spotlight Award** I received multiple appreciations and rewards from project/Client for OpsRamp End to End Implementation.
- **Spotlight Award** I have configured multiple configurations for reduce multiple alerts.
- **SCOM:** SCOM 2012, SCOM 2016, SCOM 2019, End to End Monitoring setup and configuration.
- **Basic knowledge:** AWS / Azure Matrix / Terraform/SCCM/Zabbix

Experience# 9+ Years:	
HCL TSS Training	July 2017 to Dec 2017
Post:	Senior Analyst
Company:	HCL Technologies
Period:	March 2018 to Oct 2022
Current company:	Fujitsu consulting India Pvt Ltd 31st oct 2022 – till now
Technologies used:	<ul style="list-style-type: none"> • OpsRamp end-to-end implementation • OpsRamp GW Nextgen and Nextgen-HA • Multiple Integration in OpsRamp. • Alert Escalation and First Response • Patch management in OpsRamp • Adoch based Reporting in Opsramp • Templates, DMP • SCOM 2012, 2016 and 2019 • Update rollup 9 • Basic knowledge of power bi to fetch the reports. • Windows, Linux Agent configuration, network monitoring configuration • URL monitoring configuration • Provide application support for the SCOM platform, create, and maintain monitoring and notification rules. • Deliver SCOM views via Remote Desktop Web Access, create custom reports on results of SCOM monitoring, use SQL Server Reporting tool. • SCOM Agent troubleshooting. • Experience in application/network performance and availability monitoring. • Creation, maintenance and troubleshooting SCOM monitors rules, events, and subscriptions. • Azure server agent troubleshooting. • Azure windows/Linux server configuration • Change, SR, SLA, daily, weekly, and monthly reports, SOP • Using reporting tools like report builder, SQL studio, SCOM reporting. • Power BI basics
Project (Client)	Daikin, Molnlycke and Netwest
Description: Primarily covers following areas of development and testing.	
My Role: Perform administrative tasks from the OpsRamp	

BASIC ACADEMIC CREDENTIALS

DEGREE	BOARD/UNIVERSITY	PERCENTAGE	PASSING YEAR
B.Tech. in CSE	(Lucknow)	66.38	2016

12th	Up Board	62.50	2011
High School	CBSE Board	59.95	2008

INTERPERSONAL SKILL

- Teamwork
- Adaptability, Motivational
- Quick Learner

PERSONAL DETAILS

- **Father's Name** : - Mr. Ram Ji Giri
- **Permanent Address** : - Ballia, U.P.
- **Date of Birth** : - 28/08/1993
- **Language Known** : - English, Hindi
- **Marital Status** : - Married
- **Interest Hobbies** : - Addicted to learn new things, Playing Chess and Cricket

DECLARATION

I hereby declare that the above information is true to the best of my knowledge.

Place: Noida

Prabhat Giri

Date: 01/05/2026

(Signature)