

MRIDUL SINGHAL

Senior Support Engineer | Production Support | Observability & Automation

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[LinkedIn](#) | [Portfolio](#)

Professional Summary

Senior Support Engineer with 3+ years of experience in L2/L3 production support for enterprise applications across mainframe, web, and data integration environments. Experienced in complex incident investigation, root-cause analysis, service management, production monitoring, and cross-functional incident resolution. Skilled in Splunk observability, alerting, operational automation, Kafka pipeline monitoring, and ITIL-based service management. Developed 100+ monitoring dashboards and alerts, reduced incident detection time by 25%, and automated operational tasks saving over two hours of manual effort daily. Focused on service stability, timely incident resolution, continuous improvement, operational risk awareness, and stakeholder communication.

Core Competencies

Production Support (L2/L3) • Application Support • Incident Management and Resolution • Root-Cause Analysis (RCA) • Problem Management • Mainframe Application Support • ITIL 4 and Service Management • Change Management • Production Monitoring and Alerting • Splunk Dashboards and Correlation Searches • SLA Management and Escalation • Operational Automation • Log Analysis and Troubleshooting • Risk and Controls • Stakeholder Communication • Continuous Improvement

Professional Experience

Michelin India Pvt. Ltd.

July 2022 – Present

Senior Support Engineer – Production Support, Observability & Automation

Pune, India

- Own end-to-end L2/L3 production support for 10+ mission-critical enterprise applications spanning mainframe, web, and data integration systems supporting Europe-region business operations.
- Investigate complex production incidents across applications, databases, infrastructure, and multi-system workflows; perform root-cause analysis and drive permanent corrective actions.
- Designed and implemented 100+ Splunk dashboards, alerts, and correlation searches, improving system observability and reducing incident detection time by 25%.
- Monitor and troubleshoot Kafka-based data pipelines and application integrations to maintain data consistency and reliability across upstream and downstream systems.
- Coordinate with development, infrastructure, and global teams to resolve high-priority incidents within SLA targets and minimize business disruption.
- Act as a primary on-call engineer during critical incidents, coordinating stakeholders, managing escalations, and driving issues toward resolution under time pressure.
- Identify recurring production failures and systemic gaps, contributing to proactive problem management and long-term service reliability improvements.
- Develop operational automation, health checks, and monitoring enhancements using Python, SQL, and web technologies, saving more than two hours of manual effort daily.
- Build custom monitoring and reporting systems to provide real-time visibility into system health, data flows, and operational KPIs.
- Support application deployments, production monitoring, operational tooling, and application lifecycle activities.
- Conduct quarterly access reviews for 30+ enterprise applications to support security, audit, and access-control compliance requirements.

Technical Skills

Production Support & Service Management: L2/L3 Support, Application Support, Incident Management, Root-Cause Analysis, Problem Management, SLA Management, ITIL 4, Change Management

Monitoring & Observability: Splunk, Dashboards, Alerting, Correlation Searches, Grafana, ELK Stack, System Health Monitoring, Log Analysis

Mainframe & Enterprise Systems: IBM TPX V5, IBM C3TSO, Mainframe Application Support, CFT

Automation & Scripting: Python, SQL, Process Automation, Operational Health Checks

Databases & Data Integration: MySQL, PostgreSQL, MongoDB, Apache Kafka, Data Pipeline Monitoring, Data Validation

Systems & Tools: Linux, Azure Storage Explorer

Development Technologies: JavaScript, TypeScript, React, Next.js, Node.js, REST APIs

Certifications

ITIL 4 Foundation – IT Service Management Certificate ID: GR671777078MS	May 2025
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MongoDB Database and Security (MDB100)	September 2024
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MongoDB Optimization and Performance (MDB200)	September 2024
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Education

Bachelor of Technology (B.Tech) – Computer Science Engineering MIT World Peace University, Pune, India	July 2017 – May 2022
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Selected Engineering Projects

MAS AI Security Platform	2025
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- Developed a full-stack security assessment platform with authentication, scalable APIs, MongoDB-backed architecture, and automated reporting.

MASTerm – Terminal Experience Framework	2026
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- Engineered a modular Rust-based terminal framework focused on performance, extensibility, and developer productivity.