

# Chetan Hireholi

SOFTWARE ENGINEER · PHOTOGRAPHER

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## Experience

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### Philips Healthcare

Bengaluru, India

SOFTWARE ENGINEER

July, 2016 - Current

- Implemented a real time production monitoring mechanism using Prometheus and Grafana by replacing New Relic. This proved to be cost efficient and saving around \$110k of license cost. Modified the exporters for suiting the monitoring of PostGre, CF, EC2 instances in AWS. Configured a reverse proxy using NGINX and implemented basic authentication for security. Implemented alerting mechanisms via PagerDuty and Slack bots.
- Customize within the tools and develop plugins to enable advanced customization and functionality.
- Implemented a Key Performance Indicator dashboard enabling the management to get real-time production metric updates.
- Implemented a Cloud Foundry cost dashboard giving a high level overview for the management on the cost invested in spaces and orgs.
- Automated the 'True-Reachability' work-flow where data reports are gathered from different environments and brought together for the final processing. This enabled smooth report generation of truly reachable medical devices.
- Play a key role in on-boarding ServiceNow, a ticketing tool, to the production environment. Was involved in various activities such as: gathering requirements, setting up end2end work-flows, validating, passing on knowledge to the teams and communicating to stakeholders.
- Play a key role in driving and managing a board meeting including various scientists, remote monitoring engineers and stakeholders where critical production issues are discussed and deploy proactive and predictive models on Rapid Minder/On-Premises/cloud environment.
- Collaborate with engineering group leaders, project leaders and system engineers applicable workflows and procedures.
- Implemented reporting using Qlik Sense

### Philips Healthcare

Bengaluru, India

PROJECT TRAINEE

July 2015 - July 2016

- Was involved in troubleshooting client bugs and problem reports.
- Introduced essential graphs and reporting which enabled the management to get a view on the tickets and resource consumption via Kanban and Scrum boards on Gemini and Microsoft TFS.

## Education

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### PES University

Bengaluru, India

M.TECH. IN SOFTWARE ENGINEERING

Jun. 2014 - Aug. 2016

Was appointed as Students Representative for the Software Engineering batch by the department.

Courses: Data Mining, R Language, Content Management, Soft Computing (Fundamentals of Neural Networks, Fuzzy Computing), Software Quality Assurance, Computer Systems Performance Analysis, Advanced Algorithms, Distributed Operating Systems, Design Patterns, Java Server Programming (Java EE 5), Advances in Database, Software Testing

### Visvesvaraya Technological University

Bengaluru, India

B.TECH. IN COMPUTER SCIENCE AND ENGINEERING

Jul. 2010 - Jul. 2014

Involved in various activities:

- Organised 'Algo Relay', a coding event during Pleiades'14- National Level Technical Fest.
- Created a Water Purification System which was donated to the Poor Elderly Society in Hubli.
- Raised funds for Kalkeri Sangeet Vidyalaya (KSV) with Deshpande Foundation.

## Certification & Awards

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### ITIL Foundation Certificate in IT Service Management

Bengaluru, India

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Dec. 2016 - Present

### Program Increment and Spot Awards for living the behaviour

Bengaluru, India

PHILIPS HEALTHCARE

2017, 2018

## Skills & Tools

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**Programming:** Java, Python, LaTeX  
**Web technologies:** HTML5/CSS, NodeJS, NGINX  
**Operating Systems:** Linux (CentOS, Ubuntu), Windows, Mac  
**Databases:** PostGres, Vertica, MySQL  
**Platforms:** Cloud foundry, Github, AWS (EC2, IAM, Route53)

## Projects

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### A Machine Learning approach to predict Software Defects

Bengaluru, India

M.TECH. 4TH SEMESTER CAPSTONE PROJECT [R • JAVA • WEKA TOOL]

Aug. 2016

- Determine what lead to Escalation by interpreting the Defects Corpus of the customer support cases.
- Alert on the Escalation based on the nature of the Defects, correlate the Escalations on defects discovered by the customers and find the trigger point which leads to one such Escalation.

### Education Institute Management System (EIMS)

Hubli, India

B.TECH. 8TH SEMESTER CAPSTONE PROJECT [JAVA]

Jul. 2014

- A suite of Integrated Applications that can help in the overall management of an Education Institute, in other words an ERP (Enterprise Resource Planning) designed for of an education institute.
- Hosted Solution for the Training Management and Content Delivery Management on Campus Training (Full-time) Program infrastructure.

### Custom moniotring mertrics form PostGre for Platform Monitoring

Bengaluru, India

OPENSOURCE PROJECT ON GITHUB [GO • NGINX]

Aug. 2018

- Introduced custom metrics with caching as per the requirements for monitoring the production platform.
- Displayed the metrics on Grafana. Enabled alerts on PagerDuty and Slack.

## Extracurricular Activities

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### Hackathons

Bengaluru, India

PHILIPS HEALTHCARE

2016, 2017

- Automated prescription with the help of Amazon Alexa [In collabration with Philips Research]
- Automated deployments to specific environments

### Technical seminars

Bengaluru, India

PES UNIVERSITY

2015, 2016

- Future of Internet of Things. Documentation available for download on SlideShare: PowerPoint presentation
- Crime Analysis and Prediction using Data Mining. Documentation available for download on SlideShare: PowerPoint presentation

### Photography

Bengaluru, India

GENRE: STREET, PORTRAITS, BLACK AND WHITE.

2018

- Featured on Unsplash Editorial.
- Associated photo-projects with CARE (Charlie's Animal Rescue Center) for animal adoptions.