

<p><b>Aishwarya Kashyup</b></p> <p><b>Storage Deployment Engineer</b></p>	<p><b>Address:</b> D-block, 207, Garden Residency road, Garden residency society,Kachanayakanhalli, Bommasandra Industrial area, Bangalore -560099</p> <p><b>Email:</b> ash0492@gmail.com</p> <p><b>Contact No:</b> Mobile : +91 7744814865</p>	 <p><b>Hewlett Packard Enterprise</b></p>
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## Career Objective

Intend to build a career in IT where I can utilize my learning and analytical skills, while making a significant contribution to the success of my employer and myself.

## Professional Summary

- Over 4.11 years of experience in IT Industry.
- At present working with Hewlett Packard Enterprise as one of the key members in the 3par Storage Team.
- Troubleshooting of customer issues/requests and providing prompt solutions.
- Hands on experience on NAS, SAN Data Protection technology and FAS E series, ONTAP 7, ONTAP 9,3PAR storage, InServ and InForm OS.
- Key Skills include SAN, NAS, Networking,Servers.
- Technical expertise on AWS.
- Currently blogging my journey on python as a digital creator on Instagram.
- Creating portfolios as a python programmer.

## Skills

- Strong research and analytical skills and interpersonal and communication, particularly customer facing including Problem solving skills.
- Flexible to new technologies and Organizational skills.
- A highly organized and conscientious worker - attentive to detail and works well under pressure.
- Willingness to be flexible with working hours when necessary
- Fluent in spoken and written English, Hindi and Marathi.

## Work Experience

Senior Storage Deployment Engineer 3par	<b>Hewlett Packard Enterprise(Teksystems)</b>	Jan 2019 – till date
Storage Technical Support Engineer	<b>NetApp (Convergys)</b>	Feb 2016 – October 2018
Demand Generation Executive	<b>Qed Baton (Hexaware Project)</b>	June 2015 - Jan 2016

## Educational Background:

B.E. Computer engineering from Savitri bai phule university

## Job Responsibilities

### HPE 3PAR:

- Will be responsible for the planning and remote support of scheduled service activities such as hardware and software upgrades, system installations, relocations and other onsite services.
- Responsibilities:
- Engineer will be part of a 24/7 IT backup operations team and will be directly responsible for storage and backups related processes.
- The position involves taking a leadership role with customer teams and internal teams to resolve problems, maintain managed backup operations and, when necessary, to return systems to operational status.
- The job also involves leading communication between technical teams, customer and internal organization to fulfill customer needs and accomplish customer satisfaction.
- Job specific responsibilities include maintaining complex Backup Solutions which may involve Virtual libraries, Disk to Disk Backup systems, physical Tape Libraries, OS, Backup Software, Switch, SAN or Library components.
- Supporting and troubleshooting backup, recovery and archiving in a large, complex and widely distributed environment.
- Provide status and progress reports for backup environment related activities and tasks on regular/periodic basis.
- Plan and implement best practices for backup solutions.
- Proactive measures to ensure adequate storage capacity is available.
- Create and update documentation for backup procedures, solutions, licensing and applicable project artifacts.
- Perform configuration changes as per design and build.
- The technical planning and remote Deployment support of scheduled remote deployment activities to include:
  - Installation
  - hardware and software upgrades
  - Relocation
  - De-installation
  - Field Change Order updates
  - Professional communications with customers and service partners when providing remote support of field activities.
  - Rebooting / servicing a live in production storage array.
  - Ensuring all field activities are properly logged and documented at the completion of each activity.
  - Interfacing with internal and next level teams on problem definition and escalations as needed.
  - Meticulously following all documented field activity processes and procedures.
  - Interfacing with the service planning team and customers as needed during the field activity planning and scheduling process.
  - Meeting Customer Satisfaction goals.
  - Performing other duties as assigned

### NetApp:

- Respond to post sales customer support issues, raised by the customer via phone/email/web, or internally via Active Support.
- Research customer issues in a timely manner and follow up directly with customers on recommendations and action plans. Worked with them on a Web-Ex to resolve the issues.
- Collection and analysis of multi platform logs to identify issues and determine root cause.
- Case and Incident management.
- Incident solving and Troubleshooting.
- Collaborate with other Technical Support Engineers who may need assistance working a case; utilizing area of expertise to help them in order to most quickly facilitate solutions for customers.
- Leverage internal technical expertise, including higher-level engineers, knowledge base, and other internal tools, to provide the most effective solutions to customer issues.
- Create new knowledge base articles to share information for reuse throughout the Technical Support Center.
- Share best practices with Technical Support Center staff and learn about new technologies and complimentary storage applications.
- Mentor colleagues to help the team grow
- Applying attained experiences and knowledge in solving routine to moderately complex problems
- Worked on NAS related technologies.
- Worked on replication technologies
- Worked on storage management software. E.g. Oncommand unified manager, System Manager.
- Worked on networking concepts: basic TCP/IP, Solaris network commands, and Linux network commands, and tools used to troubleshoot network-related problems
- Worked on Clustering and High Availability

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### **Qed Baton:**

- Extensively Reading and understanding the current market scenario pertaining to the assignment given
- Creating database as per requirement.
- Mapping global markets, capturing market intelligence and defining the target market for Client product or services.
- Profiling companies across industries based on revenue, employee strength, vertical etc. and defining target companies.
- Discovering Right Party Contacts in target companies.
- Mapping the IT Environment of target companies.
- Gathering Intelligence and sharing the same with clients.
- Conducting surveys and identifying the right business opportunities from target companies.
- Converting the right business opportunity/lead to an appointment.
- Find & verify right party contacts and contact information through web based research techniques.
- Training new resources about general terminologies used in the field of IT pre sales, lead generation and demand/appointment generation.

### **Tools:**

Data Protector  
Commvault  
OC suite of netapp  
DMF

## Certifications

Storage system recovery training certifications  
Netapp Data Protection Certification  
Netapp Oncommand Certification  
Cluster Data ontap Certification  
Primera Storage certification  
3PAR storage certification

## Projects

**A system to filter unwanted messages from OSN user wall (B.E. 2015)**

**Designed frontend for few internal tools in HPE.**

**A sample project on Web2py and python.**

## EXTRACURRICULAR ACTIVITIES:-

- Coding in C, C++ and python
- Backend languages SQL and SQLITE3
- Published Project paper in IEEE.
- Participated in group dance in college cultural festival 'SURABHI'.
- Participated in iit fashion show conducted in college.
- Coordinator in xenos 2013-14.
- Participated in iit Bombay technical festival.

## Personal Particulars

- Name : Aishwarya Kashyup
- Date of Birth : 11th April, 1992
- Marital status : Single
- Nationality : Indian
- Gender : Female
- Education : Bachelor in Engineering (computer science) Savitri Bai Phule Pune University
- Language Known : English, Hindi and Marathi.