

RAKSHAN N KANGOVI

Mobile: +91 9900766704

Email: kangovirakshan@gmail.com, kangovirakshan@yahoo.co.in

Technology Lead (Cloud Engineering) at Lowe's India Services Ltd

PROFILE SUMMARY

- Possess overall experience of 8 Years 2 Months in IT infrastructure systems (Cloud and On-Premises)
- Gathering and analysing the needs of the application to be newly hosted or re-platformed ; designing and configuring the compute and storage infrastructure that provides the best performance and high availability .
- Led the beta project on **storage virtualization software ViPR** which is responsible for enabling **Storage As A Service**
- Carried out the installation of tools for **Continuous Deployment - Spinnaker** and creation of **custom machine images using Packer** .
- Resourceful in providing support, solutions and technical consults for the design , operations , configuration and upgrade related issues for **storage , server virtualization** .
- Well versed with **EMC storage (XtremIO , VNX , VMAX) , VMWare vCenter and VMWare ESXi** server install, configuration and management .
- Knowledgeable on **Disaster recovery and Replication technologies** like SRDF, MirrorView (Synch & Asynch) , Snapview (Clones and Snapshots) , SANCopy(migration) and also on Filesystem replication and vMotion ,storage vMotion .
- Experienced in storage migration from **VNX to VMAX All Flash arrays**
- Possess sound understanding of the best practices for high availability & performance and storage architecture .
- Knowledgeable and have hands on experience on **Google Kubernetes Engine , Azure IAAS and Azure Kubernetes Service**
- Excellent communication, analytical & troubleshooting skills with proven abilities in planning and managing resources

TECHNICAL SKILLS

- **Cloud Platform**
Google Kubernetes Engine , Azure IaaS and Azure Kubernetes Service , Spinnaker , Packer , Terraform
- **EMC Storage**
VxRail , VMAX All Flash , XtremIO , Isilon , VNX 2(Next generation VNX) , VNX1 , Clariion , Celerra and DLM
- **Replication and Backup technologies**
MirrorView (Synch & Asynch) , Snapview (Clones and Snapshots) , SANCopy(migration) , VNX replicator and Snapshare , SRDF Metro , vMotion , storage vMotion
- **NAS Management**
Creating interfaces & LACP , configuring DNS & NTP , Storage provisioning for NAS ,Virtual Datamover creation , Storage pool for file creation , filesystem creation , checkpoint creation ,filesystem replication , NFS and CIFS operations .
- **Virtualization**
VMWare ESXi , VSAN (Storage virtualization) . ViPR Controller ,
- Host to SAN Integration skills. (end to end) and deploying the **Kubernetes** on-Prem solutions

ORGANISATIONAL EXPERIENCE

Technical Lead (Cloud engineering, India SSC) , Lowe's India Services Ltd

5th June 2017 to Till Now

- Led the proof of concept for the hyper-converged Infrastructure VxRAIL and Nutanix for the platform to host Sterling application
- Working with multiple vendors , datacenter team and application team to setup the IT platform for hosting the application .
- Gather and analyze the requirements for setting up the infrastructure for new solutions to be deployed and/or to be re-platformed .
- Working with the stakeholders like DB teams , application teams to provide the NAS in a way that provides high availability and best performance
- Creation and management of **Kubernetes** cluster and Virtual Machines on **Google Cloud Platform** and in the datacenter on the **Hyperconverged Infrastructure**
- Installation and deployment of **Spinnaker** (a cloud deployment platform) on Google cloud platform .
- Creation of machine images for immutable infrastructure using **Packer** (on GCP) - Infrastructure as a Code
- Configured the **VMWare vSAN**– software defined storage
- Storage **migration** from the VNX to VMAX All flash storage arrays using Open replicator
- Managing the data storage arrays (VNX and VMAX) and **fiber channel switches** (Connectrix) as per the best practices to obtain the best performance and high uptime ,
- Setting up and performing the **replication** related activities for the VMAX using **SRDF Metro** (for an active active setup)

- Performing the **reconfiguration** of the storage arrays so as to resolve performance issues and to get the best performance .
- Installation of **Solutions Enabler** and **vWitness** for the management of the VMAX arrays
- Deployed Isilon , VMAX All flash as part of **storage refresh project** in the new datacenter setup
- **Zoning** the ESXi , AIX and Bare metal linux servers to XtremIO and VMAX All flash
- Installation of the **VMWare ESXi** on the HPE DL360 servers (Gen 10)
- Carrying out the upgrades, patching of the **VMWare ESXi servers , VNX and Isilon storage arrays**
- Upgrade of the Brocade switches with zero downtime and also the upgrade of CMCNE

Program Lead and Senior Analyst (TestIT and IT Proven) , EMC Corporation

April 2015 – 31st May 2017

- Led the beta project on **storage virtualization software ViPR** which is responsible for enabling **Storage As A Service**
- Demonstrated to the external customers on how EMC products are being used in the solutions being offered EMC .
- Installation , configuration and management of **XtremIO , VNX 2, VNX storage arrays and ViPR Controller** .
- Installation , configuration patching and upgrading of the **VMWare ESXi servers** .
- Installation , configuration and upgradation of **vCenter Server**
- Responsible for troubleshooting of the issues encountered with the VNX and XtremIO arrays in the Datacenter
- Played key role in the increasing the VNX and XtremIO storage array performance and uptime by adopting best practices for performance and High Availability.
- Responsible for managing and troubleshooting the backend storage of the **vBlock – Converged storage infrastructure**
- Experience working on Cisco UCS for installation of the ESXi on Cisco UCS B series Servers

Technical Support Engineer II , EMC Corporation , Bangalore

July 2013 – March 2015

- Played a key role in increasing Unified storage array VNX uptime & decrease in downtime (in customer IT environment) by using efficient troubleshooting techniques and out of the box practices .
- Instrumental in resolving technical issues related to replication , migration , CIFS and NFS
- Mentored 3 new hires with process and product related training. Also trained a batch of 12 new hires on process
- Instrumental in writing knowledgebase articles to troubleshoot technical issues related to the EMC Unified storage array VNX
- Suggested improvements to make the system foolproof and assisting in design & implementation of unified storage array in the customer IT environment (along with other IT products) .
- Gained experience in analyzing SAN and NAS system's needs, evaluating end-user requirements, custom designing storage solutions and troubleshooting the complex information systems .

Technical Support Engineer I, EMC Corporation , Bangalore

4th May 2011 – July 2013

- Assisting the customers, partners and field engineers in troubleshooting the unified enterprise storage product VNX in complex information infrastructure environment .
- Rendering technical expertise in helping solution architects, implementation delivery engineers and partner engineers in configurational issues and providing technical consults & advice .
- Using troubleshooting tools, contents and analytical practices to help determine the best way to resolve identified and unidentified problems .
- Providing technical expertise with the need to integrate EMC products with other EMC and non EMC IT products used by the customers .

CERTIFICATIONS

- E20-001 – EMC Information Storage and Management
- VCE-CIA0011857 – VCE Certified Converged Infrastructure Associate
- E20-390 –VNX Solutions Specialist Exam for Implementation Engineers
- E20-324 - VNX Solutions Design Exam for Technology Architects
- ITIL Foundations Certificate in IT Service Management
- Hyperconverged Infrastructure Professional

ACADEMIC DETAILS

- M.S. in Consultancy Management from BITS Pilani.
- B.E. in Electronics & Communication from Atria Institute of Technology, Bangalore, Visvesvaraya Technological University

ACCOLADES

- Recognised as one of the star performers in the EMC VNX product service team in Q1 -2013.
- Received Cause for Applause for achieving maximum customer satisfaction surveys (CSAT) in Q3 -2014

- Received the Award for Excellence in Lowes India during the Q3 -2018 for performing the 250TB storage migration without any downtime and successful design and implementation of the replication setup

ACADEMIC PROJECTS

Undertaken during the MS – Consultancy Management

Title	The market strategy of EMC ² in targeting the IT infrastructure solutions and services market of Telecom companies in India.
Company	EMC ² Software and Services India Pvt Ltd
Synopsis	The dissertation work identifies the opportunities and challenges for EMC ² in the IT infrastructure solutions and services market for the telecom companies in India . The market strategies to be adopted to gain significant market share for telecom companies in India have been formulated and analyzed.

Undertaken during the B. E.

Title:	IOT based Hydrologic Remote Measurement System in Coal Mining Industry
Domain:	IEEE Transaction in the Area of Wireless Communication (GSM) and Embedded Systems
Company:	Accent e Technology, Bangalore
Synopsis:	The project aimed at developing a Disaster Management System to warn miners of mine floods in advance so that precautionary and safety measures can be taken to prevent loss of life and property. The model can also be used for Remote Monitoring, Data Acquisition & Security. Also demonstrated ability to handle projects from the feasibility to the implementation stage, ensuring on time deliverables within pre-set cost parameters with up to date knowledge of latest technological advancements ; worked on “Hydrologic Remote Measurement System in Coal Mining Industry” as a part of curriculum during college.

Address: # B2-303, Shriram Shreyas Apt., Telecom Colony, Kodigehalli, Vidyanarayapura P.O., Bangalore, Karnataka 560097
Date of Birth: 23rd November 1986