Aarti Rajesh Surshe

Technical Support Engineer

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📇 Career Objective

To be part of an organization which can provide me opportunities of learning and growth and utilizes my skills to achieve their organizational goals.

Motivated and dedicated IT professional with around a 2 years of experience.

💼 Professional Summary

I have completed 3 months of internship in Microsoft Azure and Networking.

Highly Motivated IT professional with 2 years of experience as Technical Support Engineer in Deploying, Administration, Maintaining, Supporting Enterprise Microsoft Platform and NetApp ONTAP AIQUM Cluster.

🧠 Expertise

NetApp ONTAP AIQUM Cluster

Windows Server Administration - Hyper-V and Failover clustering.

Cloud Computing - Microsoft Azure.

💼 Professional Experience

Sutherland Global Services   06/2023 – Present
Senior infrastructure engineer
Project - Data protection and backup (Netapp operating system)

• Data protection specialist NetApp ONTAP Storage.
• Good understanding of NetApp data protection and backup technologies like Snapmirror/SnapVault.
• Integration of 3rd Party Backup NDMP Applications with ONTAP.
• NDMP, NDMPCopy and related troubleshooting.
• Basic network troubleshooting on ONTAP.
• Basic cluster administration.
• Storage Data Management tools like System Manager and Active IQ Unified Manager.
• Generating storage health, performance and other reports for client data analysis.
• Dealing with NAS migration using Snapmirror Technology.
• Educating customers, following best practices with process and the product functioning.
• Good knowledge in understanding the topology of customer environment and connectivity protocols to isolate the issue.

Microsoft   06/2022 – 06/2023 | Bangalore, India
Support Engineer (Storage and High Availability)
Payroll : Teamwear Solutions
Key Responsibilities
• Addressing Queries and Engaging with Customer in resolving the concerns/issues , using in house tools of Microsoft including DfM and Service Desk.

- Handling Customer Calls and providing root causes of issues wherever necessary.
- Providing technical support to the multiple organizations who are using Microsoft products like Failover Clustering,
- Hyper-V, Windows server backup.
- Maintaining the customer queries coming as a SR over the DFM tools and service Desk portal.
- Handling the customer calls and providing the RCA for the cases.

Failover Clustering
- Installing and configuring the Failover clustering feature on windows servers.
- Managing and configuring the Quorum.
- Handling CSV related issues.
- Troubleshooting the node join issues.
- Transient cluster node failures.
- Disk Arbitration and FSW arbitration.
- Troubleshooting issues related to Hyper-V Clusters and SOFS cluster.
- Providing the cluster level support for SQL AG/FCI cluster, DFS cluster, File server etc.

Hyper - V
- Installing and configuring the Hyper-V role on windows servers.
- Production and standard Checkpoint for Hyper-V VM.
- Keeping up with live migrations, clustering, and other high availability solutions.
- Optimizing the virtual infrastructure performance security.

Storage
- Troubleshooting and configuring disks using ISCSI.
- File System and Disks.
- Disk recovery (Basics)

🎓 Education

Bachleor of Engineering   06/2017 – 07/2020 | Amravati, India
PRMITR Badnera
Percentage-77.71%

HSC   06/2015 – 06/2016 | Washim, India
R.A Collage Washim
Percentage-65%

SSC   04/2013 – 03/2014 | Washim, India
S.M.C English School
Percentage-74

🌐 Languages

English │ Hindi │ Marathi

✏️ References

Sapna Mani, *Manager,* Microsoft
msapna@microsoft.com, 9972046685

Nikhil Matere, *Technical Advisor,* Microsoft
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