AFRITH AHAMED S

TECHNICAL SUPPORT ENGINEER

PROFESSIONAL SUMMARY

A dedicated and Experienced **Technical Support Engineer** & **Upgrade Engineer** with over **2.5** years of expertise working with Dell Technologies. Proficient in upgrading, configuring, and maintaining **Dell EMC'S** Integrated Data Protection Appliances **(IDPA), Data Domain**, **Avamar** and related **Backup** technologies. Adept at delivering efficient, scalable data protection solutions and ensuring smooth upgrade processes for clients. **Strong troubleshooting skills**, coupled with **hands-on experience** in data protection, **customer support** and Linux **System administration** Also handling the services of vmware's Vcenter and ESXi.

CONTACT

Mobile: 9942736786   **Address**: Erode, Tamil Nadu

E-mail: afrithahamed50@gmail.com   **LinkedIn** : https://www.linkedin.com/in/afrith-ahamed-s-274001250

WORK EXPERIENCE

Technical Support Engineer | Jan 2024- Current

Company : Wipro Technologies

- **Customer support and Upgrade Assistance-** Assist customers and upgrade engineers during upgrades for a smooth, hassle-free process. Ensure **Customer satisfaction** addressing support cases, managing backups and Replications, and proactively resolving Software and hardware issues, including creating Work Orders when necessary.
- **Troubleshooting and Error resolution-** Analyze error messages, logs, and symptoms of Dell servers to troubleshoot and resolve issues. Finding **Root cause Analysis**, provide Optimal solutions to customers, and Document Findings for future reference.
- **Backup & Infrastructure Management -**Install patches, Implement Configuration Changes, and Troubleshoot server issues to ensure Seamless Backup operations. Monitor and maintain services related to Avamar, DataDomain, IDPA, ESXi, and vCenter to prevent errors and failures.
- **Software upgrades & System Administration-** Perform software version upgrades, apply security patches, OS rollups, Hotfix and manage space expansions, Toshiba drive upgrades and Vault upgrades. Ensure pre-upgrade readiness by verifying software and hardware prerequisites while maintaining proper documentation and log Analysis using Salesforce's Lightning Tool.

DELL Upgrade Engineer | 2023 Jan to 2024 Jan

Company : Wipro Technologies

- **Software & system Upgrades-** Perform software version Upgrade, applying hotfix ,OS Rollup and security patches, along with managing Space expanion, Toshibha drive Upgrades, and Vault upgrades to ensure system integrity and performance.
- **Pre-Upgrade Readiness & Issue resolutions -** Conduct pre-upgrade assessments by running health check script to verify software and hardware perquisites, ensuring upgrade with minimal disruptions.
- **Documentation & Log Analysis -**Maintain detailed documentation, generate log bundles, and analyze logs using salesforce's Lightning tool to identify and resolve system issues efficiently.

ACADEMIC HISTORY

Jamal mohamed College | 2019 -2022
Bachelor of science in Physics

- Percentage - 75%
- Active participant studies and other activities
- Certified in photography, with skills in capturing and editing images.

CERTIFICATES

- Certified in Typewriting (English), awarded by the Government of Tamil Nadu
- Udemy - Linux for beginners

TOOLS

- Salesforce's Lightning
- Rcm Scheduler