

Tripti Rajusth

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Objective

Qualified professional with proven record of building and Leading Global delivery, offering pervasive experience in the IT Industry ; targeting assignments in IT infrastructure Management, Cloud Architecture, Data & Business Analytics with an organisation of repute in IT industry, preferably in Pune. Seeking a position of IT Manager to put 11 years of learnings into use to help the business meet strategic and operational goals by identifying opportunities to deploy new technology. Posses expertise in networking and hardware, superior technical attitude, and proven ability to manage complex tasks

Experience

- **Dell Technologies** 06/2021 - 06/2022
Implementation specialist
 - Strong Knowledge of Implementation & Configuration of Enterprise Backup products.
 - Added advantage as experienced with Dell EMC backup products i.e Data Domain, Networker, DPA reporting.
 - Serve as a specialist and collaborate with the Solution architect/ Planning Engineer and Project Manager to develop sound technical implementation & configuration plans and architectural design strategies.
 - Develop and cultivate excellent customer relationship through negotiation, conflict resolution and crisis management.
 - Provide technical implementation expertise for assigned engagement to optimize results for the customer, maintaining awareness of existing or potential customer software/ hardware situations and ensuring operational excellence through quality closets as deemed necessary.
 - Stay updated on technical specifications for OS/open source requirements of Dell Technologies product through professional association, trade journals and networking.
 - Being able to multitask, manage stakeholders with aid of strong communication, technical expertise and time management skills, administration knowledge.
 - Understanding of Project principles and methodology.
 - Good understanding and experience on Virtualization like VMware, Hyper-V
 - Good understanding on server platforms such as RHEL, Suse, CentOS and Windows.
 - Good understanding on Distater Recovery/ backup concept.
 - Completed 5 site project migration from Netbackup to EMC Networker.
 - Completed upgrade of EMC Networker from 8.5 to 19.x
 - Effective planning, efficient task coordination, inspiring team members and key-decision making
 - Strong knowledge on Linux commands like ifconfig, top, service stop ,start and restart.
 - Understanding of Saas deployment on Cloud.
 - User/Roles/Policy configuration on Linux and Cloud on-premises.
 - Experience in container technology: kubernetes and Docker.
 - Support our kubernetes based projects to resolve critical and complex technical issues.
 - Experience in Docker orchestration and Docker containerization using Kubernetes
- **Sutherland Global Services Private LTd** 11/2020 - 03/2021
Lead- Account Management
 - Strong L2/L3 troubleshooting experience in Netbackup from last 5 years.
 - Experience in support tasks : Administrating, or maintaining and troubleshooting.
 - Knowledge about NBU processes, Roles, Internal and External databases like Oracle, SQL.
 - Experience in NDMP devices, tape libraries.
 - I have managed a team of 15 members each French , Spanish and German.
 - I have bought the backup down within 2 months from 200 cases to 100 cases.
 - Knowledge of Linux installation and configuration, boot process and kernel understanding.
 - Work with Infra/Cloud team to ensure applications are running efficiently and without problems.
 - Managing kubernetes storages.
- **Veritas Technologies** 03/2015 - 12/2019
Senior Technical Support Engineer
 - Supported global customers for Netbackup with the help of a team of 15 Engineer
 - Installed and configured the Master/ Media and clients using Netbackup GUI.

- Recreated problem inhouse and provided evidence where bug fix was required.
- Understood and configured backups on Data Domain, SAN client, DNS, DHCP and Clusters. Worked on AWS and Azure Cloud services.
- Leading a team of 9 direct reportees (Manager) L2& L3 Engineer in operational support and managed customers IT infrastructure for Managed Service Project.
- Work with existing support team and developers to provide resolution to customer issues.
- Driving team to ensure uptime of infrastructure within service levels ; coordinating with multiple teams to get the issues resolved within SLA.
- Preparing RCA after issues resolution and working towards Problem Management in case of recurring and high severity issues.

- **Symantec Corporation**

03/2011 - 06/2015

Senior Technical Support Engineer

- Log and track issues within Salesforce CRM solutions including research, customer communication, and updates as their problems are being worked.
- Build and maintain test environments/labs for troubleshooting and testing.
- Maintain ownership of customer reported issues until resolved.
- Respond to customer technical problems/ issues related to software and/ or customer configuration via email, chat and phone
- Assist customers by diagnosing problems and providing resolutions for technical issues of products using various technologies like AWS, Azure, Google GCP.
- Worked upon disaster recovery situations.
- Solving any networking related issues like TCP/ IP and OSI models

- **Wipro technologies**

06/09 - 02/2011

Senior Associate

- Troubleshoot on Encryption and Security related issues for device decommissioning features.
- Ensured the adherence towards quality for the team of MMG.
- Experience in supporting DNS, DHCP and Network troubleshooting.
- Experience in leading and managing complex IT Infrastructure built-outs, migrations, integration and transition management of IT Security Services.
- Expertise in knowledge management tasks such as synonyms changes, report tracking and modification of articles

Education

- **Pune University**

2021

Masters of Business Administration
71.41

Skills

- Linux
- Windows
- Networking
- AWS cloud
- Problem Solving

Projects

- **Xerox**

Performed 5 site project migration from Netbackup to EMC Networker.

- **Anatolia**

Performed installation and configuration of EMC Networker for NDMP and VMware