

DHARSHAN MUTHUKUMAR

+91- 6374280615 | dhارشanm2000@gmail.com | [linkedin.com/in/dharshan-muthukumar](https://www.linkedin.com/in/dharshan-muthukumar) | Chennai, Tamilnadu

Professional Summary

Certified Backup Administrator specializing in enterprise Commvault environments with 3+ years of progressive experience from trainee to L2 engineer. Expertise in managing 150+ production environments with 99.9% uptime while driving operational improvements: reduced downtime by 30%, storage costs by 20%, and compliance violations by 34%. Proven track record in disaster recovery (12-hour RTO achievement), ransomware recovery operations, and VMware integration. Skilled in troubleshooting complex backup failures, implementing automation solutions, and collaborating across infrastructure teams to ensure business continuity.

Experience

SIFY TECHNOLOGIES Chennai, India

August 2022 to Present

Enterprise Backup Engineer

August 2023 to Present

- Administered and optimized Commvault backup systems across **150+ customer** environments, achieving 99.9% uptime and SLA compliance through proactive monitoring and performance management.
- Provided **Level 2 escalation support** for critical backup failures, utilizing log analysis, job diagnostics, and systematic troubleshooting to resolve complex issues including data corruption, job hanging, and network connectivity problems, reducing resolution time by 35%.
- **Manage vendor escalations with Commvault and VMware Technical Support**, opening and tracking 30+ severity 1-3 cases annually, coordinating log collection, remote troubleshooting sessions, and hotfix deployments to resolve product defects and compatibility issues.
- Automated operational workflows through PowerShell scripting including **backup validation checks, storage capacity alerts, and daily success/failure reporting, reducing manual effort** by 25% and enabling proactive issue detection.
- Conduct performance tuning and capacity planning across **enterprise infrastructure, analyzing backup windows, optimizing job schedules and stream counts, troubleshooting** throughput bottlenecks, and forecasting quarterly storage growth to prevent outages and ensure resource efficiency.
- **Created 15+ Standard Operating Procedures (SOPs) and troubleshooting runbooks** covering restore procedures, disaster recovery workflows, and incident response, while mentoring 5 junior backup administrators on Commvault administration and advanced diagnostic techniques.

Enterprise Backup Trainee

August 2022 to August 2023

- **Deployed and configured Commvault agents** (File System, MSSQL, MySQL, SAP HANA, Oracle, Sybase) across 200+ Windows and Linux servers.
 - Executed **VM backup and restore operations** in VMware environments, achieving 95% first-time success rate.
 - **Configured storage policies and deduplication pools** under senior guidance, contributing to 10-15% storage optimization.
 - Created **troubleshooting documentation and automated weekly backup success reports**, improving team efficiency.
-

Technical Skills

- **Backup Solutions:** Commvault (v11 SP20-SP36), Veeam, Avamar, NetBackup, Disaster Recovery (RTO/RPO)
- **Cloud Platforms:** Microsoft Azure, Azure Backup, AWS S3, Hybrid Backup
- **Virtualization:** VMware vCenter 6.x/7.x, ESXi, Hyper-V
- **Databases:** Microsoft SQL Server, Oracle, MySQL, SAP HANA, Sybase
- **Scripting & Automation:** PowerShell, Python
- **Operating Systems:** Windows Server 2012-2022, RHEL, CentOS, Ubuntu
- **Storage:** Deduplication, Tape Management, Retention Policies
- **ITSM:** ServiceNow, Commvault Command Center
- **Security:** Encryption, Immutable Backups, Ransomware Recovery

Accomplishments

- Created Standard Operating Procedures (SOPs) for housekeeping tasks, improving backup efficiency and reducing storage issues. Maintained and reviewed backup policy documents with customers, closing compliance gaps and enhancing satisfaction.
- Performed Commvault service pack upgrades on Backup Servers and Media Agents within scheduled downtime, minimizing disruption.
- Appreciated by customers for timely recovery of critical data in high-pressure incidents.
- Enterprise Backup Migration: Supported seamless migration of backup servers during infrastructure modernization, ensuring zero data loss.
- Ransomware Recovery Initiative: Spearheaded recovery of mission-critical servers post-cyberattack, enabling business resumption within 12 hours.

Certifications

- [Commvault Certified Professional](#)
- [Microsoft Azure Fundamentals \(AZ-900\)](#)

Education

Bachelor of Technology (B.Tech)
SASTRA University

July 2018 to July 2022