

PALAK ARORA

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Objective:

Seeking a position to utilize my skills and abilities in an organization that offers professional growth while being resourceful, innovative, and flexible.

Summary of technical expertise:

- Currently associated with HCL Tech as Storage Consultant, having extensive 9+ years of experience in infrastructure services industry including cloud, storage, disaster recovery/backup, and virtualization.
- Responsible for design implementation, management, planning and delivery of enterprise storage arrays and their disaster recovery services.
- Key role in project transitioning, resource management, defining solutions, technical support; build/deploy storage & backup infra, asset management, IT process validation, and compliance.

Tools expertise:

Storage - EMC (Unity, VNX, XtremIO)
NetApp (FAS series C, 7 Mode, snap mirror & snap vault)
IBM (SVC, XIV & Flash storage, Global mirroring)
HP (Nimble)
Backup - Zerto, Commvault.
Fabric switches - Cisco MDS & Brocade Switches
Cloud - AWS

Work experience:

HCL Tech | July 2022 – PRESENT

ASSIGNMENT # 1 – BRISTOL MYERS SQUIBB

Role: Storage Consultant

- Responsible for Enterprise storage/compute infrastructure design, implementation, build.
- Responsible for management and deployment of disaster recovery activities including on premise replication to cloud ONTAP.
- Responsible for cost forecasting for global storage capacity report, ensuring project budget, revenue, and margins.
- Responsible for hardware life cycle management, related data migrations & hardware refresh execution.
- Responsible for global storage level replication implementation and management, hardware procurement, installation, and deployment.
- Coordination with other technical teams to define migration strategy with minimum impact.
- Leading team of 6-8 members, ensuring timely delivery and quality service with documentation and knowledge transfer.
- Presenting weekly progress to client and following proper feedback mechanism.

COGNIZANT TECHNOLOGY SOLUTIONS | APRIL 2020 – JULY 2022

ASSIGNMENT # 1 – BRISTOL MYERS SQUIBB

Role: Senior Associate - Global Enterprise Operations Specialist.

- Responsible for daily operations management.
- Managing AWS EFS & FSx network file systems and their data protection in different regions and AZ.
- Responsible for migrating on premise NFS and CIFS shares to AWS cloud.
- Responsibilities include engineering and provisioning, operations and support, maintenance and research and development to ensure continual innovation.
- Perform multi-store VFILER management (Vfiler creation, adding and removing resources to vfiler's.) Perform DR testing on customer environment.
- Configuring network interfaces or virtual interfaces (VIF).
- Responsible to monitor daily, weekly backup for NDMP, file system, VMware client.
- Responsible for carrying out change management activities.

INFOSYS | SEPT 2019 – MAR 2020

ASSIGNMENT # – MCA (MINISTRY OF CORPORATE AFFAIRS)

Role: Consultant – Infrastructure management

- Provided level 3 support in the environment including project planning and lead the team of 4.
- Responsible for global storage level replication implementation and management.
- Responsible for disaster recovery execution at data centre level.
- Managing VPC, public and private networks in AWS for development, staging and production environments.
- Provisioning EC2 instances with VPC configurations, EBS mounts and security groups.
- Responsible for AWS S3 bucket monitoring & maintaining secondary backup of on premises data.
- Managing critical data migrations.
- Analysing the data growth rate of the critical application servers and providing best suited capacity solutions to the customer.

IBM INDIA PVT LTD | OCT 2016 – JULY 2019

ASSIGNMENT # – ABN AMRO

Role: Senior Operations Professional

- Generating Daily, Weekly and Monthly environmental reports for the storage infrastructure e.g., array space utilization, replication status, etc.
- EMC VMAX storage provisioning, hardware failure address to vendor for external support.
- IBM SVC and XIV storage allocation, Global mirroring configuration to DR IBM arrays.
- Multiprotocol implementation experience - NFS, CIFS, iSCSI, LUN Management (iSCSI & FCP)
- Managing storage provisioning, permissions, and data migration.
- Configuring SAN fabric using Cisco Fabric Manager and Command line.
- Configuring & troubleshooting SAN fabric zoning on Cisco MDS switches.
- Troubleshooting and maintenance includes raising hardware/software calls.
- Configuring changes and monitoring of storage environment including hardware replacement activities and code upgrades.

DCM DATA SYSTEMS | APR 2014 – SEPT 2016

ASSIGNMENT # – ABN AMRO (IBM INDIA PVT LTD)

Role: Storage Administrator

- Handling roles & responsibilities of storage administrator which included: storage provisioning, host mapping, volume expansion, decommission, space reclamation, migrations, zoning configuration, creating RAID groups, binding of LUNs, creating Meta LUNs, creating storage groups, registration of hosts.
- Health checks of all the devices, storage boxes, switches.
- Troubleshooting various SAN related problem.

WESLEY CONSULTANCY | DEC 2012 – APR 2014

Role: System Administrator

- Performing Incident, Change and Problem management tasks.
- Dispatching of tickets.
- Enhancing skill set by going through various technical documentation and discussions.

Hobbies and Interests:

- Quotes writing.
- Playing table tennis (Noida location winner in table tennis doubles and mixed doubles).
- Watching cricket.