

## Curriculum Vitae



### Santosh kumar Lallan Kori

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Disability Status – Locomotor Disability 69% (Polio)

## Career Objective

Desirous of an Information Technology Service Management role in a challenging workplace that welcomes innovative ideas and offers growth opportunities and positive environment for accomplishing projects.

## Professional Summary

- Highly Technical and adaptable IT professional with nearly 14+ years of Experience.
- Currently working with Kyndryl Solutions India Pvt Ltd (Spun-off from IBM Company).
- Managing & Maintaining for North America (NA) & European Union (EU) Countries
- 4+ years Experience as a Storage Administrator with hands on NetApp Technology.
- 1 year Experience as a Storage Administrator with hands on EMC Technology.
- 3+ years of Experience as a Backup Administrator with hands on VERITAS Net Backup.
- 1+ years of Experience as Systems administration in UNIX and Windows Operating System.
- Good understanding and working experience in global support and in ITILv3 aligned processes.
- Excellent customer service & teamwork skills, quality and changed oriented with initiative & eager ability to learn.
- Self-motivated and a team player. Short learning curve and ability to work under pressure.

## Personal Information

Sr. no	Personal	Details
1	Date of Birth	22nd January 1982
2	Languages	English, Hindi & Marathi
3	Nationality	Indian
4	Marital status	Married
5	Address	Mumbai
6	Disability Status	Locomotor Disability 69% (Polio)
7	Passport	Z2705137

**Education Qualification**

Sr. no	Qualification	Name of University	Period
1	MBA	Karnataka University	2013-15

**Professional Certifications**

Sr. no	Certifications	Product	Period
1	NetApp Certified Data Administrator (NCDA)	NetApp	2018
2	Certified Professional Netbackup (6.5)	Veritas	2009
3	Microsoft Certified Solutions Associate (MCSA)	Microsoft	2006-07

**Technical Skills**

Sr. no	Skills	Details
1	NetApp Models	AFF-A400, AFF300, AFF700, FAS8300, FAS8020, FAS2650
2	EMC Models	VMAX10K,40K,450F
3	Storage Software Tools	Storage GRID (Ver11.3), Active IQ Unified Manager (Ver9.9P2) ONTAP (Versions 9.7P2 ,9.7P5 ,9.7P11 ,9.7P12, 9.8P2, 9.8P7), EMC Unisphere for VMAX (V8.03.5)
4	Ticketing Tool	ServiceNow (SNOW), Peregrine
5	Switches Models	Cisco MDS 9710/9506
6	Operating System	VMware, AIX6.1, Linux, Windows 2010 Server.
7	NAS & SAN Connectivity	NFS, CIFS, FC, iSCSI, FCoE
8	Backup & Restore Technology	SnapShot, SnapMirror , SnapVault , Replication ,Depulication
9	Backup Software	VERITAS NetBackup (Ver 6.0, 6.5, 7.x)

## Experience Summary

Date	Organization	Designation
Sep 2021 - Till date	Kyndryl Solutions India (Spun-off from IBM)	Service Delivery Specialist
May 2016 - Aug 2021	IBM India Pvt Ltd	Technical Delivery Specialist
Sep 2009 - Apr 2016	Reliance Communications	Sr. Officer -Support operations.
Oct 2008 - Aug 2009	Wipro InfoTech	Senior Engineer- Storage Management
Oct 2007 - Oct 2008	Softenger India Pvt Ltd	Backup Administrator

## Experience Details

### 1. IBM India Pvt Ltd / Spun-Off - Kyndryl Solutions. Pune (May 2016 Till Date).



Kyndryl was spun-off of IBM IT infrastructure services in 2021. Our global base of customers includes 75 of the Fortune 100 companies. With 88,449 skilled professionals operating from over 100 countries, we are committed to the success of our customers, collaborating with them and helping them to realize their ambitions.

Project Name : StaaS [ICPS and PSIS] accounts.  
Designation : Service Delivery Specialist  
Platforms : VMware, AIX6.1, Linux, Windows  
Storage Models : AFF-A400, AFF300, AFF700, FAS8300, FAS8020, FAS2650  
Switches : Cisco MDS 9710/9506  
Storage Software : StorageGRID (Ver11.3), Active IQ Unified Manager (Ver9.9P2)  
ONTAP (Versions 9.7P2 ,9.7P5 ,9.7P11 ,9.7P12, 9.8P2, 9.8P7),

### Role & Responsibility:

- Management and Administration of Oncommand System Manager (Ver9.5P11) & StorageGRID (Ver11.3).
- Checking/Managing/Alerting/Reporting system of Active IQ Unified Manager, ONTAP and OCUM.
- Configuring & allocating the required storage to the end users based on the approved change requests for configuring / reconfiguring storage volumes from the System Administrator.
- Working in ServiceNow (SNOW) Ticketing system software for raise requests that deal with incidents, changes, problems, and other tasks services.
- Working for North America (NA) & European Union (EU) Countries.
- Execute Incident management, Change Management and Problem management in line with ITIL Standards and in line with client SLAs
- Working in capacity and Performance management.

- Sending mails to Applications Team for cleanup the volumes which volume is above threshold.
- Implementation of Space addition on volume to bring down volume utilization
- Creating Export policy to provide NAS Share access
- Log a case with Vendor for any issue related storage like replacement the failures disks on NetApp Filer.
- Creation of Aggregates, Volumes, Qtrees and LUNs on NetApp Filer using Data OCSM
- Expansion / Reclamation Volumes as per requests from user with approvals
- Restoration of data from Snapshots and Snaprestore on the filers in case of Accidental deletion/disaster
- Implementation of Quota expansion
- Performing of Inode increase which utilization is above threshold.
- Implementing of Volume online/offline activities
- Deletion of old snapshots after getting approvals from users.
- Perform DR test for the environment with the help of SME's.
- Cisco Firmware Upgrade with the help of Vendor's
- Preparing & Checking Daily Health Check Reports of Netapp Storage Devices.
  - Aggregate space Utilization more than 70%
  - Volume space utilized more than 80%
  - Performance /Nodes status like Latency, IOPS, Total/Used /Free space in GB.
  - snapmirror status
  - INODE Usage above 80%
  - System Health Alert
  - Critical Events Alert
  - Emergency Events Alert
  - Disk Show Alert
- Prepare Monthly RU Reports of Storage & send to Management.
- Providing Monthly Reclamation Data Reports of Storage & send to Management.
- weekend on-call Support

## 2. Reliance Communication. NaviMumbai (September 2009 Till April2016).



Reliance Data Center is ISO 9001:2000 certified, Secure Tier III data center & offers a full range of Secure, Stable & Scalable services including managed hosting, co-location, disaster recovery, business continuity, security, storage, content management, professional support & a range of application services

Project Name :	Reliance IDC (Intranet Data Center)
Role :	Sr.Officer -Support operations.
Platforms :	AIX6.1, Linux, Windows 2008,Sun Solaris9.0
Switches :	Brocade 200E, 5100
Backup Tool :	VERITAS NetBackup (Ver 6.0 , 6.5, 7.x)
Tape Library :	Sun Storage Tek sl500,l700e,IBM 3582,TS3310

## Role & Responsibility:

- Working as a Systems administration for Reliance IDC Datacenter.
- Continuous Monitoring the Server for CPU Usage, Disk Space and Memory
- Creating new user Ids on Request Basis.
- Performing routine health checks and preparing reports on a daily basis.
- Troubleshooting on backup devices media servers, tape drives and tape library.
- Password and identity management
- Lock/unlock user accounts
- Resetting user passwords
- Every hour Monitoring the temperature of Datacentre and updated in Excel sheet.
- Keep Track the OS Patches & Packages
- Uptime of the Servers.
- Installation of Operating Systems.
- Administration through Solaris Management Console
- Managing & Troubleshooting DB2, RMAN & SQL Backups.
- Working alongside with vendor in case of Hardware replacement and technical issues.
- Working on High Priority Critical Tickets and addressing technical issues such as Drive Down, Media Server
- Preparing Standard Operational/Technical Document.
- Managing Daily, Weekly and Monthly Backup/Media/Offsite Operations
- Review production backup policies and environments to ensure integrity of backup and recovery activities.
- Propose Restoration calendar & carry out restoration drills.
- Attending meeting with the Clients for ongoing up-gradation.
- Log a case in Peregrine (Ticketing Tools Application Software)

### 3. Wipro InfoTech , Mysore (October 2008 - Till August 2009).



Wipro is a global company provider of comprehensive IT solutions and services, including Systems Integration, Consulting, Information Systems outsourcing, IT-enabled services, and R&D services.

Project Name : GSMC Datacenter  
Designation : Senior Engineer- Storage Management  
Platforms : AIX6.1, Windows 2000 Server.  
Storage Box : EMC VMAX 40k  
Backup Software : Veritas Netbackup Ver 7.5  
Tape Library : HP-MSL6030,  
Switches : Brocade 3900, E200, 5100.

## Role & Responsibility:

- Installing, configuring and managing of Master, Media & Client Servers Veritas Netbackup Backup.
- Upgrading the firmware version of all tape drives of our existing library in our Backup environment.
- Installing, configuring and managing various Backup Agents & Creation of different types of policies, schedule for MSSQL, SAP, Oracle RMAN, Exchange, VM-Ware Backup.
- Installing Backup Client on Linux & Windows.
- L1 support for Storage EMC VMAX
- Daily Health Check of EMC Storage Devices like Capacity, Performance, Lun's size, Critical Event logs.
- Lun's Allocation/ Deallocation using EMC Navisphere GUI.
- Maintain the Daily Checklist & Inventory Sheet of BACKUP & SAN.
- Storage provisioning to Multi vendor operating systems like AIX & Solaris.
- Monitor storage environment
- Daily check switches health using SAN health
  - Usage
  - Performance
  - Availability
  - Reporting on status
- Log a case with Vendor for any issue related storage
- Daily prepare Storage Utilization Report & send to Management Team.
- Track List of Hardware Replacement during week.

## 4. Softenger India Pvt.Ltd. Bangalore (October 2007 Till October 2008).



Softenger is well known for offering world-class Enterprise IT Support Services with an impeccable track record of the expertise and commitment experienced by our esteemed customers for their end to end Infrastructure & application support requirements.

Project Name	:	JPMorgan Chase in GTS Storage Operation Team (U.S.A)site
Designation	:	Backup Administrator
Platforms	:	AIX6.1, Windows 2000 Server.
Backup Tools	:	VERITAS Net Backup (Ver 6.0 & 6.5)
Tape Library	:	IBM 3200, HP-MSL8096, HP-MSL6030

**Role & Responsibility:**

- Monitoring of Vertias Netbackup, Media & Client Servers.
- Running the backup as per schedule.
- Troubleshoot backup error code with the help from BackupTeam.
- Monitoring health check list of Master and Media servers.
- Manage & preparing sheets of Storage Units.
- Monitoring Backup policies like SAP, Oracle , sql , catalog DB backup etc
- Media and Device Management
- Processing of tapes for offsite storage.
- Configuring and Scheduling Hot and Cold Catalog Backup
- Check tapes status, free slots, status messages on library console panel, tape drive cleaning status, logging calls with SUN for maintenance
- Degaussing the Hard Drive & Erasing the data stored on the drive through Eraser before delivering it to vendor.
- Propose Restoration calendar & carry out restoration drills.
- Attend meeting with the Clients for ongoing up-gradation.
- Every Month preparing MIS Report of Backup
- Generating Move list and scratch list for media tracking. Clearing the lists generated (VERTICES software
- Check backup status on Control-M (Application Software)
- Every Month preparing MIS Report of Backup

**Place: Mumbai**

**Date:**

**(Santosh kumar Lallan Kori)**