S. SUMITA

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Professional Summary:

Goal-oriented and dedicated Storage IT professional with 12 years of experience in providing high-level customer support and exceptional skills in SAN Storage and management. Adaptable to changing technologies, a team player with a flexible and committed approach. Possesses excellent communication and troubleshooting abilities, seeking a specialization in SAN Storage Administration.

Skills:

- SAN Storage Administration and Management
- Customer Support and Issue Resolution
- Data Protection
- Technology Adaptability and Continuous Learning
- Collaboration and Teamwork
- Strong Communication and Interpersonal Skills
- Troubleshooting and Problem Solving
- Goal-Oriented and Result-Driven
- Detail-Oriented and Quality-Focused
- Willing to work in Cloud platform.

Technical Expertise:

Storage Arrays:
- EMC: DMX, VMAX, PowerMAX, Clariion, VNX
- HP: 3PAR, Nimble, Hitachi
- Pure Storage

Fiber Channel Networking:
- Cisco Switches
- MDS Enterprise Directors: 9513, 9509, 9706,9710,9718
- Multilayer fabric switch: 9124, 9148
- Departmental Switches: 9140, 9120
- Brocade Switches
- DCX, 6510, 12K, 24K, 48K
- Departmental Switches: 4900, 5100, 5300

Data Migration and Disaster Recovery:
- DMX to VMAX and VMAX to PowerMAX using SRDF, NDM
- Disaster recovery between sites using SRDF S/A

Operating Systems:
- Windows (2008, 2012R2)
- Linux (Red Hat, CentOS)
- VMware ESXi

SAN and NAS Planning and Design:
- Windows, AIX, Linux, and VMware environments

Monitoring and Reporting Tools:
- OCI (OnCommand Insight)
- Unisphere for VMAX/VNX
- Dell ECS
- ViPR SRM

Project Experience:
- Data Center Migration
- Data Center Decommission
- Storage Hardware Installation
- SAN Switches and SAN Appliances Installation
- DMX to VMAX/ PowerMax migration
- Ticketing tools: AOTS, Remedy , ServiceNOW

Accomplishments

- Data Center Relocation: Played a key role in designing and implementing the replacement of McData I10K and 140M fabrics with Brocade DCX and 8510 fabrics during a data center relocation project, resulting in annual savings of over $500k in power, cooling, and HVAC maintenance costs at customer site in USA.
- EMC VMAX FAST VP Implementation: Successfully implemented EMC VMAX FAST VP with Over Subscription in five Tier-1 data centers.
- Storage Hardware Refresh Cost Savings: Saved $3 million over a span of five years by strategically refreshing storage hardware instead of paying monthly maintenance fees.
- SAN Array Migrations: Planned and led successful SAN array migrations, including DMX-1000 and DMX-3 950 to VMAX 100K, VMAX200K and VMAX 400K to PowerMax 2000&8000 resulting in significant savings in professional services expenditure.
- Tiered Storage Cost Reduction: Achieved a 25% reduction in cost per terabyte (TB) by segregating development and staging workloads from Tier-1 storage to Tier-2 storage.

Education

- B.Tech Honors (Computer Science & Engineering)
  Rajasthan Technical University

- ITIL V3
- EMC Proven professional (EMC ISM V2 Certified)
- E20-507: VMAX All Flash and VMAX3 Solutions Specialist
- AZ-900 Microsoft Azure Fundamentals

Professional Experience:

Lead II System Administration   **04/2022 –Present**
Kyndryl Solutions Private Limited

Project : AT&T

- Responsible for supporting and maintaining a telecommunications account with approximately 500+ PB storage, consisting of a heterogeneous storage infrastructure.
- Proficient in managing storage arrays from various vendors, including DELLEMC (XIO, PowerMax, VMAX, DMX, CLARiiON, VNX), Pure arrays, HP (3PAR, Nimble), HDS (G1000, VSP R700), CISCO, and Brocade switches.
- Experience in implementing and managing auto provisioning and thin provisioning capabilities for efficient storage resource allocation.
- Skilled in adapting to emerging technologies and keeping up to date with industry trends to drive continuous improvement in storage systems.
- Excellent communication skills, fostering productive collaborations with cross-functional teams and stakeholders.

- Strong troubleshooting abilities, identifying root causes of storage issues and implementing timely solutions to minimize downtime.
- Detail-oriented with a focus on goal achievement, consistently meeting and exceeding expectations in delivering storage solutions and support.
- Adaptable team player, capable of seamlessly integrating into diverse work environments and collaborating effectively with colleagues.
- SAN Storage Administration and Management
- Change Management and Facilitation
- Coordination for SAN/Storage Issues
- Fabric and Firmware and multivendor arrays OS Upgrades
- Storage Administration: Provided operational support for various storage arrays, including HP-3PAR, Pure Storage.

Professional 2 Storage Administrator   **07/2016 – 4/2022**
DXC Technology India Private Limited
Project : Zurich & Farmers Insurance,21ˢᵗ Century

- Demonstrated expertise in SAN Storage Administration, ensuring smooth operation and optimal performance of storage systems.
- Proven track record of delivering high-level customer support, addressing, and resolving storage-related issues promptly and effectively.

- Proficient in managing and maintaining SAN Storage infrastructure, implementing best practices for data protection, backup, and recovery.
- NetApp C Mode, Health Checks, Volume and Nodes Size Enhancements
- ECS Array Operations Management
- Hands-on experience in performing LUN migrations in VMAX storage arrays, ensuring seamless data movement and minimal downtime.
- Successfully implemented a disaster recovery (DR) solution using SRDF for a mission-critical application, ensuring data replication and high availability.
- Familiar with Symmetrix operations such as Timefinder Clone, SNAP, SRDF S/A facilitating datamanagement and protection tasks.
- Skilled in SRDF failover, failback, personality swap, split, update, establish, restore, and resume operations, ensuring data replication and synchronization.
- Data Center Collaboration: Collaborated with Data Center facilities teams for various storage-related projects, including the installation, decommissioning, and migration of storage arrays and hardware.
- FAST VP Implementation: Implemented FAST VP (Fully Automated Storage Tiering for Virtual Pools) and resolved related issues in VMAX arrays, optimizing storage performance and efficiency.
- Capacity Planning and Risk Management: Experienced in capacity planning, risk assessment, and making strategic recommendations regarding storage capacity and usage.
- Storage Systems Migration: Successfully migrated storage systems from older to newer generation-based systems, ensuring data integrity and minimal disruption.
- Fibre Channel Switch Configuration: Installed and configured Cisco MDS and Brocade DCX, X6-8, and departmental switches, utilizing CLI, web tools, and management software.
- Data Migration: Utilized SRDF, NDM for data migration from DMX to VMAXand VMAX to PowerMax, ensuring smooth and secure data movement.
- SAN and NAS Operational Tasks: Managed SAN and NAS operations on various operating systems like Windows, Linux, and VMware ESXi.
- EMC Storage Arrays: Provided engineering and operational support for various EMC storage arrays, including DMX, VMAX, Clariion, VNX, XtremIO, Centera, ECS, and PowerMax.
- CMMI Certification Interview Representation
- Brocade Fabric Refresh
- LPAR Migrations and AIX Frame Upgrades
- Onsite Client Transitions, Asset Decommissioning, and DR Exercises
- Asset Management in TAMIT Database
- Local and Remote Replication Technologies (Timefinder Clone, SNAP, SRDF S/A)
- MCData to Brocade Port Migration

Associate Storage Administrator   **12/2011 - 07/2016**
CSC India Pvt. Ltd
Project : Zurich Insurance

- Document Storage Environment and operating standard for support and maintenance.
- Performance tuning and monitoring.

- Storage Provisioning, Decommission, reclamation, Zoning/Unzoning to Unix / Wintel/ ESX hosts.
- Troubleshooting the Server, Switches and Array related problems and offering solutions.
- Providing RCA for Critical and high severity tickets.
- Attending Tickets with ITIL Process standards through Incident and Change Management (worked on Remedy, Service NOW, Tool: - Yantra and ASK); Attend CAB meeting for the same.
- Providing support to EMC Customer Engineers during Switch installation and various upgrades and maintenance activities.
- GCARS and Change creation to provide access to EMC Field Engineers to the Data Centers
- Monitoring Thin Pool Usage, map and mask thin pool devices
- Managed meetings with Vendor Service Account Manager to discuss and schedule the Upgrades, hardware Refresh or break fix replacements.

Storage Administrator   **08/2010 - 12/2011**
Web Development company

- Joined as a fresher and started working on the EMC SAN Storage.
- Perform Daily health checks on the arrays (DMX, Clariion, Centera and Celera) & Switches.
- SAN Storage Administration and Management
- Customer Support and Issue Resolution
- Technical Documentation and Reporting
- Basic Networking Concepts
- Operating Systems: Windows, Linux
- Storage Technologies: EMC