Pradeep Kumar Nalli
Manager

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Insightful Manager with experience directing and improving operations through effective employee motivational strategies and strong policy enforcement. Proficient in best practices, market trends, and regulatory requirements of industry operations. Team-oriented and focussed on supporting team and helping them grow. Successful career history comprising more than 12 years.

Work Experience

Manager · Tata Communications Ltd, Chennai
April 2016 - Present

- Responsible for managing the object storage team and ensuring all the implementation (project and POC) and operational activities are met as per the business requirements.
- Implemented and managed 200+ clients across the globe on the object storage platform and maintained sound customer relationships.
- Evaluated or Performed POC of 5 major vendors for implementation of object storage platforms such as Cloudian, Netapp Storagegrid, Zadara, Datcore/Caringo Swarm, and Commvault Hedvig.
- Responsible for directing the development team to implement the features in the customer portal which are available in the object storage platform and providing regular feedback for continual improvement.
- Providing solutions, Solution Validation, and feasibility review to Solution architects based on product offerings.
- Tracked KPIs of the team and created continuous improvement plans.
- Analyzing business needs and developing strategies for the establishment of IT infrastructure including updated documentation.
- Cross-trained existing employees to maximize team agility and performance.
- Evaluated employee performance and conveyed constructive feedback and assigned tasks to improve skills and responsibilities.
- Maximized performance by monitoring daily activities and mentoring team members.
- Responsible for maintaining the object storage platform through regular hygiene activities such as application, OS, and firmware upgrades, identifying risks and performing VA validations and mitigations and thus ensuring the platform is audit compliant.
- Responsible for maintaining the object storage platform inventory and working with the asset team to ensure AMC renewals are up to date.
- Responsible for capacity management and providing feedback to the product team for augmenting the capacity.
- Contributed to increasing the NPS score of the organization by 13%

Higher Education

Graduate in Electronics and Communication Engineering
College of Engineering, GITAM
CGPA 8.59

Relevant Skills

- Redhat Linux 6 &7 CentOS 6 & 7
- Swiftstack, Datacore Swarm, AWS S3, S3 Compatible Storages such as Cloudian, StorageGrid.
- Prometheus, Grafana, Zabbix.
- Service Now, ITSM, Remedy, Jira, Powerkeeper, Powerbroker, Infoblox and Splunk.
- Storage Made Easy
- Shell Scripting

Automation Initiatives

- User Web Portal to manage and monitor the Cloud Storage Infrastructure.
- Autonomous monitoring of the Infrastructure which is present across 13 different locations.
- Automated workflow on Capacity Augmentation Reports and increased fault tolerance by 90%.
- Predictive Alert generation for customers who have utilized their storage space.

Languages

- English
- Telugu
- Hindi

Assistant Manager · Tata Communications Ltd, Chennai

April 2014 - March 2016

- Maintained smooth operations across 3000+ RedHat-based Linux servers for around 300+ customers across the globe.
- Resolved issues and escalated problems with knowledgeable support and quality service.
- Create and maintain hardware system documentation, OS documentation, SOPs, and KBs.
- Building/re-building and Decommissioning of Redhat Linux servers.
- Directly responsible for adhering to the audit compliance for some of the major clients.
- Participate in Change control board meetings for regular maintenance and change activities.

Sr Specialist · HCL Technologies Ltd, Chennai

July 2009 - April 2014

Clients : Visa Processing Services Ltd, Woolworths Ltd., Sydney (Australia), Reynolds Packaging Group (RPG/ Rank-IT Operations)

- Involved in handling various technical aspects such as project documentation i.e SOP's, Building Linux Physical servers, OS and Firmware patching of Solaris and Linux Servers, troubleshooting of servers, monitoring of critical application,s and taking appropriate actions
- Led a team of seven and managed operational activities on a day-to-day shift basis for a shorter period of time as per the business requirement, ensuring that all the agreed operational activities are met.
- Part of the Transition team and Steady-state team in the current project
- Attending CCB meetings for monthly and quarterly maintenance activities
- Strictly following ITIL change management process and Incident management process
- Vendor (OEM) coordination to install hardware and troubleshoot and fix hardware issues
- Create and maintain hardware system documentation, Weekly Status Reports, Uptime Reports, SLA Report
- Business Continuity Management such as DR drills, performing restore tests, and rebuilding the server in case of disaster.

Accomplishments

- Received WHATEVER IT TAKES award for outstanding contribution in the transformation of the cloud storage platform.
- Received BLUE RIBBON award for successful and seamless DC to DC migration of cloud storage platform in one of our international locations.
- Received BLUE RIBBON award for timely deployment of the dedicated cloud storage platform for one of the clients.
- Received XtraMile Award for diligent support across very challenging environment supporting media client workflows in object storage platform ensuring the content gets processed proficiently.
- Received Team Work and collaboration award for keeping the team members actively engaged, thus positively impacting the team's productivity, commitment, and motivation levels during COVID

- Received XtraMile award for automating the cloud storage platform alerts and business-friendly utilization reports to the higher management.
- Received TeamTriumph award for executing the Datacenter footprint optimization project.
- Received XtraMile award for implementing one off kind on-premises cloud storage solution.
- Received XtraMile award for demonstrating a successful POC to a very demanding client and helping to converting into an successful order.
- Rated Outstanding Performer for the year 2010 and 2012 in HCL.
- Received ACHIEVER's AWARD and Operational excellence from the client (RPG) and for Exemplary Performance from client(VISA)
- Received PRATIBHA AWARD from the Government of Andhra Pradesh for the excellence in S.S.C examination

Certifications

2022-03   Datacore Certified Implementation Engineer
2015-03   Redhat Certified Engineer (110-329-224)