Shiva Nagireddy

Summary

• Seven plus years of progressive experience in IT industries, hands-on experience with Network Attached Storage (NAS) & Storage Area Networks (SAN).

• Installation, migration, and implementation of NetApp FAS series.

• Upgraded DataOntap from older versions to 7.3 on NetApp filers.

• Experience in Firmware Upgrade and Zoning on Switches and Storage Technologies like iSCSI,

• FC, RAID and Storage Virtualization.

• Worked on XFS and NTFS file systems on Linux and Windows OS, respectively.

• Experience on Storage provisioning LUN creation, Mapping, and Masking in SAN environment.

• Experience with c-mode using Ontap 8.1.

• Manage multiple outside vendor relationships for Remote Site Assistance, Setup, Troubleshooting and Custom jobs

• Experience in Administration of Storage to Multiprotocol Environments like CIFS and NFS in NetApp environment.

• Excellent Communication and Interpersonal Skills.

• 24x7 on Call Support for Troubleshooting

• Expertise with Snapshots, FlexClones, SnapMirror, Snapvault and NetApp management tools like FilerView, NetApp system Manager, Operations Manager.

• Experience in many facets of information technology, including network analysis and design, data

• migration, manage backups, project and IT personnel management, performance, and capacity planning.

• Installation and troubleshooting of Brocade 48000 directors and Cisco MDS switches.

• Comprehensive knowledge to optimize storage networking environments to address the widest range of requirements including data accessibility, migration, and expansion.

• All levels of RAID configuration and management.

Certifications

1. NetApp NSO-154, NetApp Certified OnTap Administrator, NCDA

2. NetApp NSO-502, NetApp Implementation Engineer, NCIE

Areas of expertise

Hardware

• CLARiiON CX 400 CX 500 CX 600 CX 700, CX 500i, NetApp FAS 980/920, FAS 3040, FAS 6080, Brocade4100, 4900, 5000, 5100, Mi10K 48000 switches and directors, McData 3232 switches, Emulex, Qlogic HBAs.

• DataOntap 7.0 7.2 7.3, Navisphere Manager, Snapvault, SnapMirror, Data Fabric Manager, EMC Control Center, Performance Manager, SnapView, Mirror view, Fabric Manager, Timefinder.

Experience Summary

Client: Axis Capital, Alpharetta, GA

Duration: Jul 2015 – Present

Title: Lead Storage Administrator

Hardware: NetApp FAS 2000, 3000, 6000, 8000 Series. Cisco Series.

Management tools: Cisco switches, DataOntap Versions 7 & 8, Data Fabric Manager, Operations Manager, Perfstat GUI Tool, OnCommand System Manager, NetApp Nsanity tool, FilerView.

Responsibilities:

• Administer Storage on UNIX/WINDOWS servers.

• Proficiently troubleshoot and assess issues on NetApp storage Series (FAS 8000, 6000, FAS 3000, 2000) based on alerts monitored on NetApp management tools.

• Ensured proper communication and quick resolution as a crisis manager.

• Lead and assign day to day operations and work plan allocation/management to offshore storage support.

• Conducted periodic reviews with various teams including Storage, Exchange, DBA, Network, etc, to ensure optimal performance of various systems supporting various applications.

• Submitted weekly and monthly status reports to higher management.

• Actively supervised training and KT sessions for new hires to ensure their smooth transition into Storage team.

• Involved and coordinated with NetApp and Park Place Technologies to find RCA’s to issues at the software and hardware levels, respectively.

• Primary point of contact for resolving P1 level top priority issues as the lead representative of all client Storage Towers.

• Monitor and ensure strict SLA’s for completion of tasks.

• Drive migrations from old to new FAS series.

• Perform upgrades on OnTap 7 series to CDOT.

Client: Cisco Systems, San Jose, CA

Duration: Jan 2013 – May 2015

Title: Storage Administrator

Hardware: NetApp FAS 6000 Series, Cisco Series.

Management tools: Cisco switches, DataOntap Versions 7 & 8, Data Fabric Manager

Responsibilities:

• Day to day problem analysis, escalation, and resolution on NetApp Filers.

• Maintained extraordinary internal communication with team members to troubleshoot any issue and to organize and manage data to prevent filers from becoming over-committed so they can uphold optimum performance levels.

• Worked on consolidation efforts in NetApp to de-allocate existing, unused storage to help with filer decommissioning.

• Extensively used migration tool SnapMirror for testing secured storage and to perform migrations.

• Worked on various levels of volume to volume, qtree to qtree replications.

• Migrated storage from OnTap 7 to cluster mode.

• Established communication between filers and switches via zoning.

• Creating, Configuring, and Managing CIFS and NFS shares.

• Navigated through Remedy to address and resolve assigned tickets based on urgency.

• Provided on-call support during weekends and IST zone timings.

• Utilized flexclone tool to replicate LUNs during System Refresh and applied Flexpod.

• Effectively communicated with clients to better help them understand any drawbacks that may arise by implementing their requests and proposed alternate methods to achieve the required resolution.

Client: Xerox, Austin, TX

Duration: May 2012 – Nov 2012

Title: NAS/SAN Operations Engineer

Hardware: Symmetrix V-MAX, DMX3-24, CLARiiON CX700, CX4-240, NetApp FAS 6000 Series, FAS 3000 Series, FAS 2000 Series, Brocade48k, DCX-B.

Management tools: Brocade FOS, Brocade Web Tools, Solutions Enabler, TimeFinder/Clone, SRDF, Navisphere Management suite, NetApp DATA ONTAP, FilerView, NetApp System manager, Operations Manager, EMC PowerPath, and SAN Surfer and HBA anywhere.

Responsibilities:

• Supported and Implemented NetApp in an existing environment of Solaris, VMware, UNIX, and Windows Servers.

• Day to day disk allocation and management of LUNS from the EMC CLARiiON storage to servers using EMC Navisphere Manager and EMC Symmetrix Storage Arrays using ECC.

• Day to day problem analysis, escalation and resolution on NetApp Filers

• Worked with backup team to process the restore requests on NetApp filers.

• Performed installation & configuring EMC Control Center (ECC) 5.2 and upgraded to ECC6.0.

• Replacing the failed disks on NetApp Filer.

• Setup & Manage Multiprotocol environment as needed by client

• Managing NFS / CIFS / IP SAN volumes and aggregates.

• Expertise in creating snapshots, FlexClones on volumes.

• Implemented SnapMirror as DR solution between filers.

• Creating CIFS shares and managing the permissions of the CIFS Shares and Managing NFS Exports

• Upgrade disk shelf firmware upgrades on the NetApp Filer FAS6080.

• Worked on designing and implementing bunker and remote replication using NetApp SnapMirror and Snapvault technologies.

• Worked on VMware ESX Servers and provided NFS volumes and LUNs to ESX Servers.

• Administer SAN and NAS Environment using Data Fabric Manager Console.

• Using DFM to generate reports and to check the server status.

• Preparing plan for change request and implementing it in the scheduled time.

Client: State Farm, Bloomington, IL

Duration: Jan 2010 – Mar 2012

Title: Storage Administrator

Hardware: NetApp FAS 6000 Series, FAS 3000 Series, FAS 2000 Series

Management tools: Performance Manager, SAN Manager, NetApp DATA ONTAP, FilerView, NetApp System manager, Operations Manager, and HBA anywhere.

Responsibilities:

• Used Data Fabric Manager (DFM), Filer View and OnTap command line in monitoring, managing, reporting, and provisioning storage to the users.

• Performed Data OnTap 7.0 Data Protection online backup and recovery using SnapMirror, Snapvault, Volume Copy, SyncMirror and Metro clusters and disaster recovery using SnapRestore.

• Worked on various NetApp software products like Flex Clone, Snap Drive, etc.

• Upgraded the filers from OnTap version 6 to OnTap version 7 as a process of FlexVolumes migration.

• Worked on troubleshooting NFS, SAN, and CIFS issues and fine tune the filers for optimal performance.

• Maintained and Implemented NetApp storages FAS 3000 and 200 Series in NAS environment.

• Created Aggregates, Volumes, Qtrees, and Quotas on Filers using DataOntap.

• Implemented in data migrations between the filers using Volume, Qtree SnapMirror.

• Expertise in creating, deleting Snapshots, FlexClones on FlexVolumes.

• Implemented SnapMirror as a DR solution and Snapvault as backup solution. Maintained a healthy NetApp storage by Configuring snapshots using Data OnTap and Scheduled daily, weekly, monthly backups using Snapshots

Client: Telework Consulting, Vienna, VA

Duration: Jun 2009 – Nov 2009

Title: SAN Engineer

Hardware: Symmetrix DMX-3000,Clariion CX3-80, CX3-20, CX3-10c, CX700, CX300, CX500, Maintained NetApp FAS 270, 960 and 3040 series, Brocade 5300 and 48000; Silver Peak Appliance NX7600.

Management tools: Brocade FOS, Brocade Web Tools, EMC Connectrix Manager; Solutions Enabler, Timefinder, Symmetrix Management Console, Navisphere Manager, NetApp DATA ONTAP, FilerView, NetApp System manager, Operations Manager, EMC PowerPath, SAN surfer and HBA anywhere.

Responsibilities:

• Administered and Maintained NetApp FAS 270, 960 and 3040 series and EMC Clariion CX-700 Series.

• Configuration of RAIDs and LUNs on EMC Clariion CX-700.

• Hands on experience in Navisphere Manager, NaviCLI and Fabric Manager.

• Creating, Configuring, and Managing CIFS and NFS shares.

• Using SnapMirror to create Disaster Recovery for SnapVault.

• Creation of Aggregate, Traditional Volume, Flex Volume and Flex Clone using Data Ontap 6.5.

• Migrated Data using SnapMirror and NDMP.

• Document and perform data migrations from CLARiiON CX500/CX700 to CX3-80’s using SAN Copy utility.

• Day to day problem analysis, escalation, and resolution on NetApp Filers.

• Installed, Configured and Maintained NetApp FAS 3040C in Clustered environment.

• Experience in Storage Technologies like SCSI, FC, RAID and Storage Virtualization.

Education

Bachelor of Science in Electronics and Communications Engineering with distinction