**Professional Summary**

Around 14 years of experience working as IT Consultant in different phases of Software development life cycle model ranging from waterfall to agile. Experienced in Administration, Network Engineering, Production Support, Operations, Technical, Testing, Disaster recovery testing, Hardware/Software upgrade testing, Full SDLC, Requirements gathering, Documentation, Project status meeting facilitation, Application Team Lead, Test environment setup through Production Implementation, project co-ordination , Hardware Deployment & Networking.

* Over 6 years of experience SAN and Storage Administrator Information Technology (IT) including EMC Storage, SAN Administration and System Administration.
* Configuring, Administration and Troubleshooting of VMAX Systems which includes but not limited to Thin-Provisioning and Automated Storage Tiering.
* Configuring, Administration and Troubleshooting of VMAX systems which includes but not limited to Thin-Provisioning and Automated Storage Tiering
* Strong experience in backup management and disaster recovery administration using EMC TimeFinder family
* Experienced SAN Management for Sun Solaris/HPUX/AIX/Windows operating systems.
* Knowledgeable in troubleshooting day to day SAN/Storage and host related issues.
* Expertise in NetApp SAN/NAS storage configuration.
* Experience in Data Fabric Manager/Operation Manager for NetApp storage Allocation and Monitoring for issues.
* Experience in Managing Cisco, Brocade and Mcdata Switches
* Extensive experience in Snap Mirror, Snap Vault for replication and backup support.
* Administered timely resolution of trouble calls where the core issues related to connected storage arrays – EMC NAS/SAN, NAS/SAN NetApp filers, Quota Management, fiber channel switches, HBA, FA/SA, Backend Disk Adapter and fiber channel tape (NDMP) devices.
* Experienced in designing and developing Autosys scheduling templates/jobs.
* Hands of experience using Unix to support runbook and production activities
* Document Autosys scheduling design for the Runbook and Playbook.
* Autosys JIL scripting and migration experience into higher environment.
* Provide Test support and troubleshooting for FUT/SIT/UAT/PROD.
* Good knowledge of development life cycle -Engagement, Analysis, Design, Development, Testing, User documentation and Deployment.
* Extensive experience in multi-dimensional business analytics, data architecture, data migration with multiple environments (OS/databases) & large data warehouse environments.
* Provide vital Autosys application batch support and ensure daily online availability for clients.
* Closely monitor report and escalate batch failures to proper support groups for immediate resolution and efficiently execute send events per application requests.
* Extensively Worked on Job Sequences to control the flow of job execution using various activities like Job Activity, Email Notification, Sequencer, Routine activity and Exec Command.
* Hands experience troubleshooting Network and hardware related issues with good knowledge of DNS, DHCP,HTTP, SSL, OSI Model, and TCP/IP protocols and applications
* Successful at managing change, mitigating risk, infusing new ideas, delivering solid results, and taking enterprise integration to the next level.
* Efficient in coordination of overall development of solutions and 24/7 support. Proven track record in addressing production issues like performance tuning and enhancement.
* Flexible and resourceful, using exceptional organizational, time-management and planning skills to deliver projects on time and on budget.
* Fully automated patch and release installation.
* Experience raising OSS messages for resolution of complex issues.
* Worked in B2B integrations involving both SAP and Non-SAP systems.

**Education**

* Bachelors in Computer Application, 2003
* Diploma in Business Management, 2011
* Certificate in Electrical Engineering, 1987
* Post Graduate Diploma in Computer Hardware DataMatrix, 1990

**Skill Matrix**

|  |  |
| --- | --- |
| Enterprise Scheduling tools | Autosys 4.5/R11 , Datastage Scheduler |
| Methodologies | Waterfall, Agile Data Modeling |
| Business Modeling Tools | MS Visio, MS Project |
| Programming Langauge | UNIX Shell Scripting, K-Shell, SQL |
| Defect Tracking Tools | Quality Center/Test JIRA,HP ALM |
| Operating Systems | DOS /Windows 2000/XP/2003,2008, HP-UX, Solaris, UNIX, Linux, Apache/IIS, Novell, Vmware/ESX, HyperV |
| Databases | DB2, SQL Server, MS Access, Oracle, Sybase |
| Content Management Tools | MS Word, MS Excel, MS Power point, MS Visio, MS Project, SharePoint |
| Hardware | Deployment /Installation HP/IBM Servers/ Blades Server/Storages /Tape Library |
| Storage Hardware | Brocade, McData and Cisco FC switches and Multiprotocol Routers, Clariion CX series, HP VLS 6000, HP EVA 4000/5000/8000, HP 3Par, Dell Compellent FS8600, IBM Shark, IBM DS6000/DS8000, IBM ESS, IBM XIV, Celerra NS500, Clariion CX4-480, EMC VNX, Symmetrix, DMX, VMAX, VPLEX, NetApp FAS2000, Isilon,V3100, Juniper Networks, Nutanix,Nishan routers, Crossroads, Brocade 7500 extension switch, EMC, HP, Hitachi, IBM and Sun storage technologies |
| Storage Technologies | Disaster Recovery, ILM, Data Classification, CDP, Mirroring, SnapShot, Replication, Zoning, CLI, NAS,ESS, iSCSI, Server Clustering, Cloud pools, Storage Virtualization, NAS Gateways, DSCLI, Object storage,Vmotion |
| Storage Software | HP Business Copy, HP Continuous Access, 3Par OA/DA, ECC, BNA, DCNM, Navisphere/Unisphere, OneFS, VisualSRM, FAST VP, Solutions Enabler, OpenReplicator, RecoverPoint, VisualSAN, SANScreen, OnCommand Insight, OnTap, HP StorageWorks, MPIO, IBM TSM, IBM SAN Volume Controller, IBM ESS, IsilonSDEdge,DSCLI, Global Mirror, Flash Copy, Veritas VolumeManager, Isilon SmartConnet, HP Storage Essentials, HP Data Protector |

**Professional Experience**

**CACI, Arlington, VA**

**April 2017 - Present**

**SAN Administrator**

CACI provides information solutions and services in support of national security missions and government transformation for Intelligence, Defense, and Federal Civilian customers. CACI is a member of the Fortune 1000 Largest Companies, the Russell 2000 Index, and the S&P SmallCap600 Index

**Responsibilities:**

* Prepared detailed technical documentation relating to installation and troubleshooting processes.
* Coordinated with technical team members in deployment, configuration and provisioning assignments.
* Participated in technical services transfer in coordination with business technology teams.
* Communicated with all technical team members regarding daily and weekly updates on issues.
* Implemented procedures for development and maintenance of operational processes for storage and SAN systems.
* Assisted in implementation and testing of disaster recovery methodology and procedures.
* Executed effective processes for configuration of access gateways on enclosures and switches.
* Provided technical assistance for disk zoning and assembly after new purchases.
* Planned/Designed and implemented the SAN (iSCSI) and Ethernet connectivity.
* Storage Server (HP StoreVirtual 4730 600GB SAS Storage) configured for DATA Storage in clustered environment and configured P2000 Storage: Host Group, host creation, Lun masking.
* Implemented HP Blade server c7000 with Intel blade server BL460c.
* Configured the HP Data Protection for Data backup.
* Worked with HP Service Desk ticketing (v4.5) for work flow management & break fix issues, follow up and support.
* EMC Clariion, Symmetrix, DMX 1000, 2000, Centera, Netapps, NAS support
* Cisco 9509 installation and support
* Linux, Aix UNIX, Windows servers Administration and support
* Fabric Manager, Connectrix Manager Administration for Zoning
* NAS Administration, NetApp filers installation, Ontap upgrades, snap mirror and quota, Qtrees Administration
* DMX 2000, ECC support, Storage provisioning and decomm support
* Experience with Connectrix Manager and data Fabric manager, Zoning, LUN allocation, Storage allocation to storage groups
* Experience in EMC SAN storage network configuration, clariion 700, 600,500 Connectrix (ED64M), Connectrix Manager, and Fabric Manager

**Thakral Group Singapore Kabul, Afghanistan**

**April 2012 - March 2017**

**SAN / Network Administrator**

Thakral Group is offerings span enterprise solutions such as ERP, CRM, BI, Infrastructure services for business continuity, middleware, virtualization; and professional services, across industries such as financial services, retail, manufacturing, healthcare, public sector, and others. We have built dedicated capabilities for the banking industry in the areas of Core Infrastructure, Core Banking Solutions, Process Consulting and related applications such as Anti-Money Laundering (AML) products and BFSI-tailored Biz Intelligence Solutions.

**Responsibilities:**

* Involved in data/host migration support for Celerra NS600, NetApp, Clariion, and DMX attached hosts.
* Successfully performed Active/Active Cluster configuration for NetApp FAS-3020 filers.
* Worked with Operations Manager/Filer View for FAS-3020/3040/6000 Administration/configuration, LUN creation, NFS/CIFS share creation, exports, Qtrees Exports, Quota allocation/management.
* Used Operations Manager for performance monitoring & troubleshooting.
* Support for FAS 3020/3040/6000 - Ontap upgrades and Disk firmware upgrades.
* Configured Snap Vault on NetApp filer for disk based backup & NDMP for Tape Backup.
* Configured Snap Mirror on NetApp filer for Data Replication to remote/local sites.
* Configured SAN Copy for Array based data/host migration from CX700, Symm 8000 to DMX-2, DMX-3.
* Managed Core-Edge Cisco MDS (9513) fabric using Fabric Manager. The responsibilities involved, managing port allocations, zoning, unzoning, replacing failed hardware like SFPs and cables, troubleshooting link issues and monitoring health of the fabric.
* Involved in executing preparation work for host analysis for migration and working with support matrix.
* Preparation work involving & executing Meta creation/dissolving, mapping/un-mapping, masking/unmasking scripts through SYMCLI/SMC for DMX-1000/2000/3000.
* LUN carving on different disk groups with different RAID configuration.
* Preparing LUN mapping guide and updating volume mapping etc. through SYMCLI/SMC.
* Coordinated with Remote Facility Storage engineers created device groups, composite group established SRDFpairing/splitting/suspend/ restore/failover/failback, swapped SRDF devices & removed RDF flags
* Installed and maintained EMC Clarion CX-500/600/700.
* Installed and supported Navisphere Management/NaviCLI software for Meta Creation, LUN binding/unbinding, Naming & resizing, RAID group creation, storage allocation/decommission.
* Installed Brocade 48000/24000 core Director Switches in the environment.
* Provided support for EMC 4900, Brocade 12000/24000/48000 Director Series Switches.
* Provided support for creating zones, zone sets and fabric configuration using Fabric Manager &Connectrix Manager.
* Provided daily support and maintenance for the systems hardware (involving FC HDD failures, FA Adapters. Backend Adapters & Switch SFP failure) & applications.
* Applying patches for system upgrades, installing new servers, integrate, administer and support Network Services.
* Supervised network monitoring standards, security, disaster/recovery, resource utilization and stability.
* Worked with HP Service Desk ticketing (v4.5) for work flow management & break fix issues, follow up and support.

**Brishna Noor Limited, Kabul, Afghanistan**

**Feb 2010 - March 2012**

**SAN/Network Administrator / Production Support Lead**

**Responsibilities:**

* Involved in discussions with the users to understand the business requirements. Analyzed the source systems, design and documentation of the process to design Runbook and Playbook.
* Analyzed the existing Runbook and Playbook and documented the impact of new changes.
* Worked with different upstream and downstream to understand process flow and data flow.
* Worked with all application team to collect their Runbook application wise.
* Have series of review for Final version of Runbook with all application team to modify in Runbook if required.
* Having Final version of Runbook, started designing Playbook for Business day and Calendar Day scenario.
* Collected all manual steps, File staging for input source system, Control date setting for different application so that different Runbook could be con-current with Playbook Design.
* Got reviewed Playbook with senior Manager and Business team.
* In Testing cycle (FUT/SIT/UAT), implemented the Playbook for different Business Day and Calendar Day scenario
* Analyzed and made changes in Autosys schedules based on issue encountered during Playbook cycle runs.
* Retesting of schedule changes and defect closure in HPQC.
* Advance planning for upcoming Business day scenario and keep the system ready for runs.
* Accommodate Ad-hoc runs in Scheduled Business Day depending on Request.
* Worked with Test Coordinator for timely implementation execution of all Playbook schedule.
* Having successful implementation of FUT/SIT/UAT, Start working on PROD Package creation which is having all JIL files for autosys code to deploy in PROD.
* Keep the Calendar Dates ready for PROD Deployment.
* All New and existing scripts to be ready for deployment in PROD.
* Worked with Different team for ON\_HOLD list review if any Autosys jobs have to keep ON\_HOLD during Cutover and after cutover.
* All PROD Deployment document gets reviewed with team internally to avoid any lower environment parameter to get deploy in PROD.
* Worked with PROD team to deploy the Autosys codes in Production environment
* Involved all application team to review their Autosys code and gets confirmation.
* Supported Cisco MDS9509, Cisco Catalyst 5500/4000/2950/1900.
* Experience with Cisco fabric manager, zoning, storage allocation
* Support Ontap upgrades; export Qtrees, creation and exports through NFS.
* Installed and support Navisphere MGT software for storage allocation
* Experience in Binding LUN’S, Naming, and resizing, Unbinding LUN’S Through Navisphere
* Experience in creating zones and zone sets and fabric configuration
* Experience With ECC (EMC Control Center, Power Path, Time Finder, SymCLI, symconfigure, SRDF, EMC Snap, Copy cross, Snap view, Power path, Mirror view, EMC Replication Manager, SAN Navigator, Connectrix Manager, support.
* Provided daily support and maintenance for the Storage Array, systems and applications.
* Applying patches for system upgrades, installing new servers, integrate, administer and support Network Services.
* Maintaining Database, taking backups from remote servers,
* Maintaining EMC and SUN servers
* Configured DNS, NFS, SAMBA, PRINT SERVERS, and all server applications in Unix SMTP, SNMP, NIS+/NIS, LDAP, HTTP, HTTPS, etc.
* Maintaining of Mail servers and proxy servers
* Taking backups in DLTS and tape drives
* Configuring all applications hardware diagnostics for SUN SPAPARC systems.
* Installed and configured Modems, Network Printers & SCSI Tape drives.
* Also setup a Send mail email system. Other applications also implemented were Apache Administration in Multiple Domain enterprise Network
* Trouble shooting such as -DNS, FTP, SSH, HTML, and other protocols
* Provided daily support and maintenance for the systems and applications.
* Applying patches for system upgrades, installing new servers, integrate, administer and support Network Services

**Agriculture Development Bank, Kathmandu, Nepal**

**Feb 2003 - Dec 2010**

**Production Support**

Agricultural Development Bank Limited (ADBL) is an autonomous organization largely owned by Government of Nepal. The bank has been working as a premier rural credit institution since the last three decades, contributing a more than 67 percent of institutional credit supply in the country. Hence, rural finance is the principal operational area of ADBL. Furthermore, the bank has also been involved in commercial banking operations since 1984.

**Responsibilities:**

* Worked with the technical teams and the business to onboard Application
* Provided 24\*7 Support for various banking application
* Triage Defect resolution call and bring the issues into closure
* Actively involved in Root Cause Finding to avoid future occurrence of the issue
* Document Known issues and prepare knowledge articles to resolve them
* Actively followed up on problem ticket to insure clean run in production environment
* Prepared Shakeout documents for Regular release activities in production and UAT
* Automated Daily incident reporting for senior Management
* Prepare Shift Schedule for the team and run weekly incident review call
* Monitor SLA agreements in relation to production critical stream completions.
* Reviews and analyzes the effectiveness and efficiency of existing systems; and develops strategies for improving or further leveraging systems.
* Prepares and delivers reports, recommendations, or alternatives that address existing and potential problem areas, communicates ideas in both technical and user-friendly language, and prioritizes and executes tasks in a high-pressure environment
* Installation /deployment of Servers/PC/Printers /Application Software
* Arranging Operation Training for end users

**Agriculture Development Bank, Kathmandu, Nepal**

**Dec 1988 - Feb 2003**

**Network/IT Admin**

**Responsibilities:**

* IT Management including IT / TC Equipment Repair & Maintenance
* Designed Network for bank covering wide geographical area.
* Defect triage and resolved complex computer network and hardware related issues.
* Implementation of Core Banking Solution across Branches
* Setup of Mail / Web Server
* Support Banking Software
* IT Audit team Member
* Member of IT training team of ADBL