Raj Kumar Suman

— Storage administrator

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— Contact Information

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📍 Mumbai, India

— Academic Information

Jaipur National University
MCA | 2015-2017

NIMS University
BCA | 2011 - 2014

— Core Competencies

- Data Migration
- Technology Refresh
- Solution Design & planning
- Fabric Zoning
- Backup Recovery
- System Reporting
- Disaster Recovery
- Provisioning
- Troubleshooting

— Personal Details

Date of Birth   :10th June 1992
Language   : English & Hindi
Marital Status   : Unmarried

— Profile Summary

Storage IT Professional with 8 years of experience providing top-level customer support coupled with outstanding SAN Storage and Management skills. Accomplished Storage Administrator with a proven track record working with NetApp storage on numerous large-scale projects, completing each on time, under budget, and adhering to all strict project requirements. Bright aspirant with broad-ranging experience in Storage Administration. Capable of quickly adapting to changing technologies and team up with a SAN Storage implementation team. A flexible and committed individual with excellent communication skills and troubleshooting skills aiming to specialize as a SAN/Storage Administration.

— Work Experience

Storage Administrator | Ahana Systems & Solutions | Jan'20 till date

- Implemented, installed, configured, and supported NetApp FAS & AFF storage such as FAS8080, AFF8080, A700, FAS2560 in a Cisco MDS fabric environment that supports 1000+ VMware vSphere hosts running RedHat & AIX LINUX instance in a clustered hosting Oracle RAC with Finacle based application in a three different datacentre.
- Supported day-to-day storage administration with all storage-related duties such as break-fix, allocations, risk analysis, decommission, capacity forecasting, performance/Health monitoring, and reporting.
- Manage Cisco SAN switches to perform various tasks like creating zones, zone sets using GUI and CLI.
- Successfully executed ONTAP upgrade from 9.5P6 to 9.7P14 that consisting of 8 node cluster.
- Use Service Processor (SP) to collect EMS events such as node performance, error detection, and reporting to support diagnostic and maintenance activities.
- Work with tech support on numerous hardware replacement/upgrades such as disk drive enclosure, disk shelf, DIMM, PCI Card, SPs, BIOS, and node upgrades.
- Documented and implemented operational storage best practice processes and procedures related to the NetApp storage environment.
- Use to create NetApp Flex clone volumes very often for data protection and backup solutions.
- Involve in major & patches upgrades of ONTAP & its related component.

Technical Engineer | Hitachi Systems Micro Clinic | Aug'19 till Jan'20

- Proactively performed troubleshooting procedures to avoid storage performance issues and to maintain an adequate capacity of all storage.
- As a team player, I provide support to Bank of India data-centre private cloud infra for various applications such as Cisco cloud director, vCenter, OCSM, UCS.
- Troubleshooting issues relating to zoning, path failures, disk failures, or HBA replacement.
- Preparation and execution of server patching and upgrade on more than 200 VMs including HP- AIX, Solaris, and Red Hat Linux.
- Server OS template hardening to mitigate vulnerability risks.
- Recommended storage perspective configuration and architecture changes to meet the SLA with fabric and storage environment to achieve optimum performance.
- Monitoring & reporting of connected hardware such as blade servers, NetApp storage, tape library.
- Storage provisioning by creating Volumes/LUNs.
- Snapmirror relationship creation between vserver.
- Provide customer archiving or backup feature by using NetApp SnapVault feature.

Senior Storage Administrator | Inspirisys solutions limited | Mar 2019 to Jan 2020

- Foreign disk migration from IBM to NetApp storage.
- Provide complete storage solution to BOI and prepare SOPs accordingly.
- OnCommand Unified Manager appliance upgrade.
- Provide backup and restoration solutions to customers using Commvault IntelliSnap software.
- Aware of Pre & Post ONTAP upgrade procedures like IMT check & FPVR for non-supported hardware.
- Implementation of new NetApp storage as per customer requirements.
- Proactive case creation for any risks or planned upgrades.
- Involve in direct or indirect activity to storage such as ONTAP, Production S/W, or H/W migration.
- Storage capacity management to avoid aggregates/Volume offline situation.
- Create/Use Linux based script to automate regular tasks to minimize error or time.
- Troubleshooting of events reported to storage.
- Follows best practice recommended by NetApp.

IT Executive | ITC Infotech India Limited | Jun 2014 to Oct 2018

- Provide support to ITC branch office for all their IT needs.
- Provided level desktop support services for groups of up to 250 end users on Windows 10, Windows 7 client O/S.
- Provided support, troubleshooting, component replacement, and upgrades.
- Performed clean/upgrade/migration installations of Windows 7 & 10 operating system.
- Take care of permission to share folders that come from NAS-enabled NetApp storage.
- Health check & performance of servers and storage daily.
- Take care of snapmirror quiesce/ resume to prevent data corruption on destination hosts.
- Worked on various NetApp protocols such as NFS, CIFS, FCP & ISCSI.
- Regular housekeeping of NetApp share folder for non-business data & restoration if needed.

Associate engineer | Tata Consultancy services | Oct 2012 to May 2014

- TCS ion is a leading company in providing an online Assessment platform for customers like IBPS banking, IIT, GATE, CAT, universities, insurance companies.
- My role was to make an IT infra ready for the exams & to manage the assessment server during exams. Additionally, I use to train examination bodies about guidelines & procedures, Taking sign-off for exam centre confirmation & work orders.
- Worked for Tata Consultancy Service (TCS ION Project) on behalf of Genius Consultancy Ltd. and thereafter Core Integra Consulting Pvt. Ltd.

Desktop Support Engineer | Kaizen IT Services Pvt. Ltd. | Oct 2011 to Oct 2012

- Provide end-user support to Bharti-Airtel circle office users for all their IT needs. Implementation and adherence to IT policies, processes Maintain Inventory Forms and PC Checklist.
- Troubleshooting hardware problems.
- Maintain inventory of physical assets & involve with internal & external audit team.
- Standardized checklist and health report of assets for all the sites.
- Involve in IT awareness activity to make the user aware to seamless their working without facing any problems

Service Engineer | Digital Care Pvt. Ltd. | Jun 2011 to Sept 2012

- I have upgrade LIC's all Linux EMDS database servers to the 3.0 version. This project was powered by HP. Took 3 months to deploy said version to all the branches come under the district office of Patna, Bihar & Aurangabad, Maharashtra.