Ritu Sangha
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Professional Summary

Highly experienced IT Specialist with 20+ years of expertise in enterprise storage systems, backup architecture, and IT operations. Proven success in both private and public sector environments, with a strong focus on change management, system integration, documentation, and cross-functional collaboration. Adept at developing Operating Procedures to maintain uptime and operational excellence in high-stakes production environments.
New: Application development with a focus on user experience, without diving into low-level Node.js or framework internals

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Key Skills

- Enterprise Storage & Backup Solutions (NetApp, HDS, Brocade, Cisco MDS, Oracle StorageTek, etc)
- Change Management & Standard Operating Procedures Development
- System Architecture & First-time Setup and configuration
- Python, Bash Scripting, and Ansible
- Backup and Disaster Recovery (NDMP, S3, SAN, NAS)
- Cross-team Collaboration & Stakeholder Engagement
- IT Policy, Documentation, and Knowledge Base Management
- Secure Systems Operations & High Availability
- Data center operations: installation and maintenance of systems

Professional Experience

NetApp Inc. *Solutions Engineer*
Nov 2022 - March 2024

- Collaborated with Pre-Sales team to develop storage solutions strategies
- Provided technical expertise on NetApp storage products and solutions
- Developed and presented tailored storage technology solutions for enterprise customers, integrating them into tech refresh initiatives and new product sales.
- Provided expert assistance to customers in validating storage technology solutions and supporting proof of concept (POC) initiatives
- Worked with Engineering and Product managers to add customer-requested enhancements
- Built strong relationships with customers, winning their trust

Yahoo! Inc. *Senior Storage & Backup Engineer*
Oct 2008 - Nov 2022

- Managed exabytes of Storage and petabytes of Backups & Restores

- Configured, set up, monitored, maintained, troubleshooted, upgraded, and supported various Storage Systems
- Collaborated with DBAs, engineering teams, HR, Finance, and IT to address their storage and backup needs, including provisioning, monitoring, security and backups and restores
- Orchestrated major version upgrades of multi-site Clusters of NetApp ONTAP
- Managed SAN, NDMP & S3 based Backups (600+ PB yearly)
- Established and managed multiple multi-site clusters of Oracle Key Manager Appliances for Tape Encryption
- Developed and maintained SOPs, Knowledge Base articles, and documentation for Storage Systems, SAN Switches & Backup
- Authored and maintained detailed Standard Operating Procedures (SOPs) for NetApp storage, Cisco MDS, Brocade, ACSLS, and Oracle StorageTek Tape Libraries, covering hardware/software fixes, OS upgrades, and first-time system configurations, in alignment with Yahoo's strict change management policies to avoid production downtime. *"Site up!" was the operational motto, where site downtime could cost millions of dollars.*
- Worked closely with Quest to refine their NetVault Backup application
- Automated processes, procedures, and scripts using Bash, Python & Ansible

NetApp Inc. *Support Account Manager*
Oct 2005 - Sep 2008

- Worked with Sales Account team to develop and execute Customer Success plans
- Offered proactive solutions to mitigate known issues, facilitating timely and satisfactory resolution of customer concerns
- Built and maintained strong, trusted advisor relationships by consistently delivering exceptional service and proactive support, fostering long-term partnerships.
- Developed a deep technical understanding of customers' business priorities, operational models, and data center environments. Successfully aligned solutions with their data center architecture, roadmap, and IT initiatives.
- Led strategic, operational, risk, and growth management reviews related to hardware/service delivery, deployments, migrations, capacity planning, and expansions, ensuring seamless execution and customer satisfaction.
- Owned the post-sales service delivery relationship with key enterprise customers, managing the total customer experience. Drove service value delivery, issue management, escalations, and resolution, resulting in enhanced customer loyalty and trust.

NetApp Inc. *Technical Support Engineer*
Mar 2004 - Oct 2005

- Provided multi-level technical support for Storage Administrators
- Developed Knowledge base articles to document and disseminate new knowledge
- Offered ongoing assistance and training to team members, conducting Tech Talks

Vocent Solutions, Inc. *System Administrator*
Jan 2003 - March 2004

- Managed a mixed infrastructure comprising Linux and Microsoft Windows 2000 systems
- Delivered end-user support services across the environment
- Oversaw the maintenance and management of Linux LDAP server, Mail server, and Nokia Firewall

One Touch Knowledge Systems *Manager of System Administration*
Feb 1996 - April 2002 (Promoted from System Administrator in 1999)

- Managed a team of 4
- Administered systems, networks, security, VPN, and remote offices
- Setup and administered Checkpoint Firewall
- Worked on Contracts with various vendors related to applications, Servers, Telecom services

Department of Correction, Santa Clara County *Assistant System Administrator*
1995 - 1996

- Supported executive personnel at San Jose and Milpitas Jail facilities
- Installed, setup, maintained, and troubleshooted all computers and related problems