**IPSITA PATTANAIK Flat no 101 Plot no 49-50**

**Phone: 8281443676** (mob) **Sai Deeraj Towers**

**Land Line : 040-40021960 Sri Venkata Sai Enclave, Nizampet**

**E-mail:** [**ipsi\_pat@yahoo.co.in**](mailto:ipsi_pat@yahoo.co.in) **Andra Pradesh -500090**

***Professional Objective:***

* Strong professional experience in Infrastructure Delivery Services and Engineering. Goal is to be with an organization that offers professional growth while being resourceful, innovative and flexible
* Proper planning, management and implementation makes every project in hand a success.
* Excellent communication skills with 7+ years of experience
* Proven record into infrastructure management and solutions.

Professional Certifications

# NCIE - NetApp Certified Implementation Engineer (2013)

1. NCDA - NetApp Certified Domain Architect (2011)
2. MCP - Microsoft Certified Professional – 2010

**Technical Skills** – NetApp Storage, Basic of Cloud computing (Saas) , Basics of VMware, Windows 2003 server, Active directory, Blackberry server, Basic networking, VOIP devices, Outlook client, Lotus notes client

**Employment History**

Tata Cunsultancy Services India ( IT Analyst From April 2009 to Present )

**Current Project:** Storage Administrator from September 2010 to till date)

**Client** : **Network Appliance (NETAPP)**

**Job description:**

NetApp is a leading IT company who deals with storage technology and storage devices. Currently Working as Storage Admin and providing support from internal Netapp employees.

**Specialties:**

Netapp 3000, 6000 Series,

Data Ontap 7.x, 8.0 ,

NAS/SAN,

Operation Manager,

Snapmirror,

DR/BC Solutions,

Snapvault,

OnCommandInsight

**Responsibilities:**

* Provide accurate problem diagnosis and solutions.
* Maintain service guidelines as outlined by NetApp.
* Maintain high levels of customer satisfaction.
* Manage SAN and NAS solutions globally
* Ensure the ongoing maintenance of storage devices is maintained for maximum resource availability
* Install, patch and upgrade OnTap versions for all production storage systems
* Monitor incident and service management queues
* Ensure the department is in compliance with Change Management policies
* Capture and analyze system metrics and present results to management
* Ensure that system documentation is kept up to date when changes are made in the environment
* Identify and act on opportunities to reduce failures
* Participate in a 24x7 on-call duty rotation as assigned
* General communication, both written and verbal
* Resolving all escalated / complex issues and ensure customer satisfaction.
* Mentoring, training team.
* Capacity planning, provisioning and load management
* Ensure the department is in compliance with Change Management policies
* Capture and analyze system metrics and present results to management.

**Day today activity**

* Administering approximate 400+ Netapp Corp It Filers.
* FCP & iSCSI Lun Provisioning
* Filers FW & OnTap Upgrades, Decommission and Migration.
* Netapp performance tune-up, Health checkup & fix using DFM alerts.
* Creating disk groups and RAID and pools
* Creating and modify volumes
* Creating Qtree
* Creating and modify LUNs, LUN Mapping,
* LUN masking, LUN expansion and metaLUN
* CIFS share creation, modification and Management
* Storage space management
* Volume capacity management
* Snapshot management
* Storage management including startup and shutdown
* Access management
* Quota management
* NDMP copy
* ONTAP installation and upgrade
* Firmware upgrade
* Storage account management
* Vfiler
* Home Directory – Process to Increase Space
* Service-Now tool per ITIL process for Ticket Management.
* CAB meetings for Changes approval, P1 incident approvals.

**Achievements:**

1. Helped the team in reducing backup failure issues
2. Created Numerous Technical documents to help team members
3. Received Client appreciation for handling Mission critical outage issues
4. Received Start of the Month (Internal TCS) award for my contribution to service desk

**Tools:**

Putty

DFM

Service Now

OnCommand

**Previous Project: Service Desk from 1st April 2009 – 31st July 2010**

**Client: Network Appliance (NETAPP)**

**Role: Shift Lead**

**Responsibilities**:

* Worked as a Shift Lead for IT Service Desk
* Backend IT support for employees of client
* Improving teams performance
* Address the day to day people and Operational issues
* Interviewing new recruits.
* Identifying bottom performers and scheduling remedial/refresher Training.
* Identifying and grooming potential consultants to the next level in the process
* Analyzing and taking remedial actions as and when a particular Floor matrix (Resolution Rate, AHT, Customer Satisfaction Survey or Quality) is getting affected.
* Creation/modification of Incident tickets using Remedy ticketing tool
* Providing Floor support to team members
* Taking Escalations call
* Initiating Bridge calls for Mission Critical issues

.

**Achievements:**

1. Promoted as a Shift lead from Team Member
2. Created the Full SOP for IT Service Desk before the Go Live phase
3. Created Numerous Technical documents to help team members
4. Received Client appreciation for handling Mission critical outage issues
5. Received Start of the Month (Internal TCS) award for my contribution to service desk

**Tools:**

Service Now

Remedy

Blackberry enterprise server

Active directory

***Previous Employment:***

**Sutherland Global Services Subject Matter Expert** **From** Jan 2007 to Mar 2009

Client: **Verizon IT Service Desk**

**Job description:**

Verizon IT Service Desk, is the internal helpdesk which provides support for the applications, Network, Desktop issues faced by Verizon employees during their day to day business

**Responsibilities:**

* Handling Calls\ Chats
* Guiding New Consultants
* Assisting Team Lead in maintaining Team AHT, Resolution rate and C- Sat
* Analyzing the tickets handled by the team and informing them about the areas of improvement

**Achievements:**

Consultant with Highest Number of Customer satisfaction survey with 552 surveys with satisfaction percentage of 94 %

Promoted as SME with Effective March 2008

**Tools**

CMIS

**Slash Support Support Engineer** from September 2005 to Jan 2007

**Client: VONAGE the Broad band phone company**

Vonage is a US based broadband telephone company which deals with Routers & Phone adapters.

**Job description:**

* Configuration of VoIP Devices
* Have knowledge in Wireless & Wired **CISCO** Router configuration & Troubleshooting.
* CISCO routers are used for firewall security, internet connection sharing, file and printer sharing, communicating through wireless media, providing Telephone services etc...
* Efficient in providing Voice based support for same.
* Has a good knowledge dealing with all major Internet Service Providers in US such as SBC Global, VERIZON DSL, BELLSOUTH DSL, Comcast Cable, Sprint DSL, AOL cable, AOL DSL, DIRECTWAY (T1) etc...

***Education:***

|  |  |  |  |
| --- | --- | --- | --- |
| Academic/  Professional | Institution | Board/  University | % |
| B.Tech in Informn Technology | Silicon institute of technology,BBSR,Orissa | UTKAL | 70.8 |
| 10+2 | G.M.College, Sambalpur | CHSE | 57.6 |
| 10th | Budharaja High School, Sambalpur | HSE | 84.7 |

***Skill Set:***

**Hardware**

* Assembling & Installing PCs
* Configuring Hardware components for optimum performance
* Networking

**Operating System**

* Installation Configuration and supporting Microsoft Desktop Operating System: Win 2000/XP Professional, Windows Vista , Windows 9x/Me, 2003 server edition
* Attended and unattended installation of the Operating System and configuring Applications, System Backup and Recover.

**Email Clients**: Lotus notes, MS Outlook

**Packages**: MS-Office, Excel

***TRAININGS ATTENDED***

* Cloud Computing
* ITIL Foundation Training.
* NCIE Training
* NCDA Training
* VMware training
* MCP Training
* Hardware & Networking
* Basics of Windows Server 2003
* Language Tips for Everyday Business
* Effective Technical Writing (ETW)
* Integrated Quality Management System (iQMS) Case Study For Project Leaders
* Time Management, Leading and Motivating
* Recognizing Employee Performance

***Educational Achievements:***

1. Stood first in 10th in district Level.
2. Received 1st Prize in District Level Quiz competition
3. Received 2nd prize in essay competition in district level competition.
4. Received prizes in essay, drawing and sports competition at school level.
5. Finalist in ‘Silicon Brains’, a quiz competition held at college level.

***Strength:***

* Excellent troubleshooting and analytical skills.
* Well organized with good communication skills and proficient with details.
* Excellent interpersonal and team skills.
* Responsible, dependable, dedicated & fast learner.

***Personal Profile:***

Name: Ipsita Pattanaik

Date of Birth: 27-03-1982

Father’s name: Sharat Pattanaik

Permenant address: Malipali

At:Bhalupali

Via:Remed,Samabalpur(dist) ,

Orissa

Gender: Female

Marital Status: Married

Languages Known: English, Hindi & Oriya

Nationality: Indian

Hobbies: Traveling,music, reading,creating web pages

Using HTML & making friends.

***Declaration:***

I hereby declare that the information furnished above is true to the best of my knowledge.

**Date: Ipsita Pattanaik**