VINU K MATHEW

PRINCIPAL SYSTEMS DEVELOPMENT ENGINEER

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PROFESSIONAL SUMMARY

Experienced Principal Systems Development Engineer with 10+ years in the field of storage solutions. I have a proven track record of planning, testing, and delivering high-quality products and fixes for various storage solutions. Skilled in identifying and resolving code bugs, maintaining lab infrastructure, and providing failure analysis. My expertise includes deploying and administering storage solutions, troubleshooting performance issues, and managing SAN/NAS infrastructure.

KEY TECHNICAL SKILLS

Storage Systems Engineering | Linux Administration & BASH Scripting | Data Storage Architectures- SAN & NAS | Troubleshooting & RCA Analysis | TCP/IP Networks | Cloud Computing | ITIL & Project Management | Agile Methodology (Scrum) | Disaster Recovery & Backups

WORK EXPERIENCE

Principal Systems Development Engineer | Dell Technologies | Bangalore   Feb 2016 – Present

- Key member of Dell's In-Market Engineering / Storage Sustaining team, supporting enterprise-grade storage platforms including PowerScale (Isilon), EqualLogic and Compellent.
- Resolved 500+ critical customer escalations annually by reproducing issues in lab environments, performing deep-dive debugging, and partnering with developers to deliver software patches, reducing customer downtime and enhancing satisfaction.
- Designed and maintained lab infrastructure for simulation, validation, and training, improving test efficiency by 30% and enabling rapid reproduction of complex customer issues.
- Authored 40+ technical SOPs, runbooks, and workload analysis guides, improving troubleshooting efficiency for internal teams and reducing time-to-resolution for customer-facing support engineers.
- Performed root cause analysis (RCA) and post-release failure investigations using both factory and field telemetry, driving multiple firmware and software enhancements that increased product reliability across global deployments.
- Actively collaborated with cross-functional teams in engineering, QA, and support to deliver product fixes that directly improved Net Promoter Score (NPS) and C-SAT (85%+ consistently achieved).

Professional Services Engineer | NetApp | Bangalore   Jun 2015 – Feb 2016

- Delivered enterprise-scale storage services for a Fortune 500 pharmaceutical client in the US, ensuring 24/7 availability of mission-critical research and business workloads.
- Provisioned and administered both block (FC, iSCSI, SAS) and file (NFS, SMB) storage environments, supporting thousands of end users across global business units.
- Led migration of petabyte-scale workloads from EMC to NetApp systems, improving performance and lowering storage TCO through optimized resource utilization.
- Troubleshot complex performance bottlenecks in SAN, TCP/IP networking, and NAS permissions, reducing average incident resolution time by 20%.
- Strengthened enterprise infrastructure security by managing multi-domain DNS and Windows Active Directory environments with zero major outages.
- Conducted cross-training sessions for 20+ engineers on EMC NAS systems, improving team skill readiness and reducing external dependency.

Storage Operations Specialist | EMC Corporation | Bangalore   Nov 2012 – May 2015

- Provided L2/L3 operational support to enterprise clients in the US and UK, overseeing 12 Isilon clusters and 50 VNX Unified Storage arrays totaling 22PB of mission-critical data.
- Managed disaster recovery replication and data migrations, ensuring zero data loss and meeting strict RPO/RTO requirements for financial and healthcare customers.
- Performed performance tuning and root-cause troubleshooting of hardware, software, and network issues, reducing downtime incidents by 15% year-over-year.
- Executed scheduled outages, firmware upgrades, and DR drills in alignment with ITIL standards, achieving 100% compliance with enterprise SLAs.
- Partnered with engineering teams to validate configurations from pre-production to production, ensuring seamless handoffs and successful go-lives.

EDUCATION & CERTIFICATIONS

MASTER'S DEGREE	Software Systems	BITS Pilani	2018
BACHELOR'S DEGREE	Computer Science	St.Joseph's College	2009
CSPO (Certified Scrum Product Owner)	2023
COMPTIA Cloud+	2024
Cisco Certified Network Associate (CCNA)	2024
AWS Cloud Practitioner	2025