

FIRST NAME
SURNAME

Job title:

EDUCATION

B. Tech in Electronics and Communication Engineering (ECE)

JRNVD University, India.

PROFILE

WORK EXPERIENCE

ORGANIZATION – HITACHI VANTARA

Senior Technical Consultant – Backup & Cloud Solutions (Dec 2020 – Present) *Specializing in Veritas NetBackup, Commvault, Cloud Integration, and Enterprise Backup Operations*

Core Responsibilities

- Delivering L3-level support for Veritas NetBackup and Commvault, handling complex technical issues, escalations, and backup infrastructure optimization.
- Managing and administering enterprise backup environments across hybrid infrastructures (on-prem and cloud), including installation, configuration, troubleshooting, and upgrades.
- Ensuring data protection through critical backup and restore operations for over 5,000 servers, maintaining 99.9%+ backup success rate.
- Performing capacity planning, performance tuning, and maintaining detailed SOPs for system administration.
- Managing customer SLAs, expectations, and satisfaction; handling change management, problem management, and customer escalations.
- Driving process improvements and implementing methodologies to enhance service delivery and maximize operational productivity.
- Support critical backup and restore operations, ensuring data integrity, regulatory compliance, and high availability across enterprise environments.
- Collaborate with engineering teams and vendors to troubleshoot and resolve critical incidents and contribute to ongoing product enhancements.
- Drive capacity planning, automation of backup workflows, and policy management to improve efficiency, reduce operational risk, and meet evolving business needs.
- Monitor backup jobs and system health using Veritas OpsCenter and cloud-based dashboards; proactively address issues to maintain SLAs and optimize resource utilization.

Cloud & Hybrid Backup Integration

- Led the migration of on-prem backup infrastructure to AWS Cloud and Azure Cloud, enabling multi-cloud backup operations.
- Integrated cloud storage targets (Amazon S3, Azure Blob, GCP) using NetBackup Cloud Storage Server (CloudStore).
- Deployed CloudCatalyst for deduplication before cloud transfer, optimizing bandwidth and reducing storage costs.
- Enabled agentless backup/recovery of cloud-native workloads (AWS EC2, Azure VMs, GCP Compute Engine).
- Configured and maintained Storage Lifecycle Policies (SLPs) and Auto Image Replication (AIR) for DR and long-term retention.
- Implemented WORM (immutable cloud storage) for compliance and ransomware protection.

Technology & Tools

- Platforms: Windows, Linux, VMware
- Protocols/Tools: NDMP, VADP, RMAN, MS SQL, Exchange, Bare Metal Restore (BMR), NetBackup Instant Recovery for VMware (IRV)
- Devices: Data Domain – implementation, configuration, upgrades, and troubleshooting
- Reporting: Veritas OpsCenter, APTARE IT Analytics – for daily/weekly/monthly health checks and capacity reports

CONTACT

PHONE:



Residence and postal address:

House Nr. :

Street :

City :

ZIP Code :

Country :

EMAIL:

WORK EXPERIENCE

Additional Contributions

Installation and configuration of Master, Media, Proxy, and Client Servers on multiple platforms.
Developing and maintaining a service-oriented culture with a focus on continuous service improvement.

ORGANIZATION – DXC Technology

DXC Technology India Pvt Ltd (May 2012 – Dec 2019) Offshore Professional 2 – Storage Administrator

Worked as an **Offshore Professional 2 Storage Administrator**, providing **L3 Storage Management Services** and **product support** for **EMC Avamar** and **Symantec NetBackup**.

Key Responsibilities & Achievements:

- Backup & Recovery: Installed, configured, and troubleshot VM-level backups, SQL backups, Oracle DB, and other database backups using EMC Avamar.
- Proficient in the installation, configuration, and administration of EMC Avamar 7.6.x, ensuring seamless backup operations.
- Led disaster recovery efforts, with extensive experience in total server recovery to ensure minimal downtime in critical situations.
- Integrated VMware with Avamar for virtual machine backups, optimizing virtualized environments' data protection.
- Spearheaded client migrations between backup technologies, driving technology refresh projects to enhance system efficiency.
- Generated and customized reports based on client requirements using Data Protection Advisor, providing insights into backup and recovery operations.
- Managed backup server upgrades and patching during approved maintenance windows, ensuring minimal disruption.
- Conducted audits on backup servers to ensure all configurations met company standards, continuously improving the overall backup infrastructure.
- Acted as the key contact for the L1 and L2 teams, creating Standard Operating Procedures (SOPs) and providing training on installation, backup setup, and recovery procedures.
- Proactive Infrastructure Monitoring: Monitored backup infrastructure health, performed troubleshooting, and initiated necessary reboots to maintain system performance.
- Represented the backup team in Change Advisory Board (CAB) calls, validating changes in the infrastructure to ensure no adverse impact on backup operations.
- Performed client migrations between Avamar grids, ensuring smooth transitions without service interruptions.
- Successfully, we drove a Backup Reconciliation Project, ensuring timely data reporting and improving client satisfaction.
- Implemented storage lifecycle policies in NetBackup to ensure data duplication across primary and secondary data centers, enhancing disaster recovery processes.
- Upgraded NetBackup from 7.1 to 7.7.3, and continuously updated backup systems in line with the latest code evergreen practices.
- Expert in tape library configuration (IBM, Storage Tek, Quantum ADIC-Scalar, and Overland NEO Series) and drove tape library reorganization projects, notably for National Grid at the Wokingham Data Center.
- Disaster Recovery Expertise: Led 10 successful Disaster Recovery operations for major accounts, including National Grid, Royal Mail Group, Ingersoll Rand, KHN, and CSCi.
- Proficient in integrity restores Exchange databases, ensuring quick and reliable recovery in the event of system failure.

WORK EXPERIENCE

ORGANIZATION - HCL Technologies

HCL Technologies (June-2009 to May 2012)

Technical Specialist – NetBackup Support

Worked as a **Technical Specialist** providing **NetBackup support** across multiple data centers for **CEVA Logistics**. Actively participated in **Knowledge Transfer (Transition)** sessions in **Jacksonville, USA** and **Culemborg, Netherlands**, ensuring smooth onboarding and operational continuity.

Roles & Responsibilities:

Administered **NetBackup** across **30 global sites**, managing a large-scale environment.

- Monitored backups for 35,000 servers and 18,000 backup jobs across multiple regions, ensuring consistent and reliable data protection.
- Supported a wide variety of production environments, including Windows, UNIX, Linux, Exchange, and SQL.
- Designed and implemented custom backup policies for Exchange databases, tailoring solutions to meet specific client needs.
- Created scripts using NetBackup SQL agent to automate SQL database and T-Log backups, optimizing backup workflows.
- Performed restores for various systems, including Oracle, MS SQL, Exchange, and operating systems (Windows, UNIX, Linux), ensuring data recovery during critical incidents.
- Provided L2 troubleshooting and break/fix support for NetBackup failures, ensuring minimal downtime and efficient issue resolution.
- Developed and documented best practices, preparing Standard Operating Procedures (SOPs) for backup operations and support processes.
- Coordinated day-to-day operations with multiple support teams, including NetBackup L3, Windows, UNIX, and Storage teams, fostering collaboration to resolve issues effectively.
- Worked closely with vendors to resolve complex backup issues, ensuring alignment between teams and timely resolutions.
- Collaborated with Security, Network, and Server teams to address backup failures, including troubleshooting and configuring NetBackup ports.
- Implemented storage lifecycle policies in NetBackup to duplicate data from primary to secondary data centers, ensuring disaster recovery readiness.
- Configured Media Server Deduplication to optimize Exchange database backups, improving storage efficiency and backup performance.
- Managed tape library and drive configuration, working with vendors to troubleshoot and resolve tape drive issues, ensuring reliable backup storage.
- Troubleshot and resolved SQL database and T-Log backup failures, collaborating with teams to resolve issues in a timely manner.
- Worked with the Oracle team to address and resolve failed Oracle database backups, ensuring successful backup operations across the environment.
- Responsible for overseeing the system backup processes, including testing, implementing backup plans, and ensuring alignment with organizational data protection strategies.

WORK EXPERIENCE

ORGANIZATION - GENPACT

GENPACT (December 2007 – May 2009)

Senior Engineer – Backup Team

Worked as a **Senior Engineer** in the **Backup Team**, remotely managing backup operations for over **2500+ servers** across the globe. Played a key role in backup management, troubleshooting, and coordinating with onsite teams to ensure continuous data protection.

Responsibilities:

- Installed and configured Veritas NetBackup, including agents for Linux, HP-UX, Solaris, and Windows servers, ensuring reliable backup across diverse environments.
- Designed and implemented a standard media management policy, which became a widely adopted best practice across other business units.
- Managed tape operations, including tape troubleshooting, coordination of tape movement to offsite locations, and collaborating with vendors to resolve library issues in remote data centers.
- Regularly reported to clients on backup status, identifying failures, and providing resolutions for failed backup jobs to ensure compliance with client requirements.
- Worked on a project to implement backup for open files on Windows 2000 using third-party software, St. Bernard Open File Manager, ensuring comprehensive data protection.
- Conducted backup and storage operations using Veritas NetBackup and BrightStor ArcServe, ensuring seamless data backups and restores across all servers.
- Developed and enforced backup policies and strategies, overseeing remote backup servers worldwide and ensuring consistency in backup processes.
- Managed data restores as per user requests, ensuring fast and accurate recovery of critical information.
- Investigated technical issues, identifying root causes, researching solutions, and providing timely responses to customer queries.
- Collaborated with onsite teams to verify and resolve backup-related issues, ensuring smooth coordination and faster issue resolution.
- Actively worked with onsite team leaders to raise awareness of new backup policies, technology, and applications, enhancing operational efficiency.
- Maintained and coordinated tape management with onsite teams, ensuring proper inventory management and tape tracking.
- Led the firmware upgrades for tape libraries, improving system performance and reliability.
- Randomly monitored critical server backups, ensuring that high-priority systems were backed up successfully and without disruption.
- Worked on ticket resolutions raised by onsite clients, providing timely and efficient solutions to backup-related issues.
- Performed manual backups when scheduled backups failed, ensuring data protection was not compromised.

LANGUAGES

Language	Level
	Native speaker
English	

TECHNICAL SKILLS

Backup Solutions:

- **VERITAS NetBackup, Commvault, Avamar, ArcServe, Rubrik, Basics in NAS**
- Experience with **EMC DPA (Data Protection Advisor), Data Domain, and NetBackup Appliances** for backup management, data protection, and disaster recovery.
- **Operating Systems: Linux, Solaris, Windows**
- **Databases: MS SQL, and Oracle DB**
- **Cloud & Virtualization Services:**

In-depth knowledge of AWS services for cloud storage, backup, and computing, including **Amazon EC2, S3, VPC, AWS IAM, Amazon CloudWatch**, and **S3 Glacier Deep Archive** for data archiving and long-term storage solutions.

Experience in managing Azure VM backups and configuring **Blob Storage** for scalable, reliable cloud storage.

CERTIFICATES AND AWARDS

- Microsoft Certified: Azure Fundamentals- AZ900
- AWS Certified Solutions Architect – Associate
- Commvault certified professional
- ITIL foundation certified in IT service management.
- Microsoft Certified Systems Engineer (MCSE)
- ISM Certified (Information Storage Associate Version 2 (EMCISA) for EMC Proven Professional.
- Amazon Web Services.
- Diploma in Computer Applications from APEL, Hyderabad.
- Achieved Silver award from GE Advanced Material.
- 'Cheers' Award Winner (Twice) – Recognized at GE for outstanding quarterly performance.
- Quarterly Team Performance Award – Honored at HCL for team-based achievements and consistent delivery in 2008.
- Achieved 'Star performer' award for the year 2009-2010 and 2011-2012 from HCL.
- Spot Award Winner (Three times) – Awarded by HCL for excellence in timely restore operations and service delivery.
- Won the spot award thrice from DXC for the timeline of escalation fix.
- Silver Member Recognition – Earned at HCL for sustained high performance and contribution.
- Excellence in Performance Award – Received at HCL for individual excellence and operational excellence.
- Received the Spot Award three times at DXC Technology for promptly resolving high-priority escalations within tight timelines, demonstrating strong problem-solving and crisis management skills.