**JOSHEY LAZER**

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**SENIOR MANAGEMENT PROFESSIONAL**

**`Product Manager | QA Manager | Practice Architect |Development and Technical Program Manager’**

Learner & Receiver: Flair to continuously upgrade knowledge purview & keep updated on latest technology trends

**PROFILE SUMMARY**

A seasoned technocrat in the area of Software Product management, Quality Assurance, Program management, Release management, Product Development as well as Team Supervision across diversified domains. Latest assignment with NetApp India Pvt. Ltd. as Product Manager. Experience in mapping business requirements, designing customized solutions with strong analytical skills and ability to analyze business practices and define optimal procedures. Excellence in creation & execution of test cases, test scenarios, bug documentation and bug tracking; creation of project documents like test plans, schedules, release notes and defect tracking reports. In-depth expertise of overseeing complete SDLC / STLC including designing, coding, testing, integration, maintenance, enhancements and production support. Areas of Excellence Included:

**Product Management | Technical Roadmaps | Release management | Requirement Analysis & Traceability Matrix |Quality Assurance management | Software Testing Lifecycle | Technical Program Management | Test Strategy Development | Test Plan & Cases Execution | Automation |Defect Management | CAPEX & OPEX Budget Preparation | Client Interaction | Development Management | Storage – SAN -FSC, iSCSI, FCoE | Storage migration | Post-Production Support | Process Implementation | Stakeholder Management | Documentation | Virtualization | Cloud| New Product Validation - PC motherboard & BIOS (PVT) | Team building from scratch | Solution and system test| Product certification | Vendor interaction |multi-cultural team members & stakeholders |Remote team across Geo|**

IT support management professional - envisioning usage of new technology and tailoring its usage for achieving desired results, distinction of implementing project management processes such as *Agile (Scrum), Waterfall Model & Testing Methodologies.* Efficiently & effectively interacted with external vendors’ viz. Microsoft, Citrix for Xenserver, VMware for ESX, Novell for Netware and Futijsu Siemens. Technically sound with Interop Qualification of Server, Storage & Virtualization with exposure in Cloud such as AWS and Azure. Functioned as SME in qualifying SAN Solutions (RAID, FC, iSCSI, FCoE), Multipath and Clustering. Conversant with Product certifications in ESX Servers, XenServer, Novell Netware and Windows (WHQL). Possesses strong communication, interpersonal, problem solving, and coordination skills.

**SPECIAL MENTIONS**

***At NetApp (India) Pvt. Ltd.:***

* Handled development of NTS\_Ticket System in 2017 for customized needs thus making a dedicated admin redundant
* Designed Macro Script to automate calculation of values for PHC (pre-Health check) service in transition assessment and improved efficiency by 90%
* Bagged following awards & accolades:
	+ QA Champion Award 2015; led team to share MCC (Metro Cluster for Cluster Storage) across Teams / BUs
	+ One Team Award 2014; handled collaborative strategy for migration tool support; enhanced test coverage
	+ Spot Award 2014; met stringent timelines for 2 major releases
	+ Quality Award 2012; Systematic Enhancement to SDW (SnapDrive for Windows)quality; scaled up configuration testing; Identified manual regression test cases and automated them; reduced execution time by 50%
	+ Spot Award 2009; Windows Logo Certification as team lead; project completion before the target date
	+ Spot Award 2008; led teams for first release of multiple applications (FASEASYStart, HyperVIBE, RCU)
	+ SAN Champion Award 2006; Qualified more than 100 SAN PVR’s which was the record held previously in the team
* Contributions towards implementing Test Matrix for configuration with functionality/ Test Case Coverage; achieved zero disruption burts in RRT Cycle
* Pivotal in introducing an innovative strategy of consolidated hardware; effectively shared across projects which led to CAPEX savings

***At HP/Compaq/Digital (Singapore)***

* Rewarded with iPAQ from Asia Supply Chain Operations, 2002; Line in Charge; ensured successful delivery in record time
* Gold Award QCC Project 1996; Test jigs for fans & motors which were standardized for maintenance teams
* Deftly relocated production line in two occasions, Compaq to HP and Digital to Compaq premises with zero downtime

***At Wipro:***

* Instrumental in designing & implementing Voltage Cycling for PC motherboards which prevented motherboard failure at customer’s site
* Developed:
	+ Test Jigs (Resistor Packs, Buzzer and Crystal/Oscillators); *implemented at IQC which reduced board failure and rework significantly*
	+ PROM based jig for testing memory module; served as standard for vendors to ensure improvement in quality
* Recipient of:
	+ Achievement Certificate in 1995; *over achieved production targets*
	+ Achievement Certificate during 1992; designed & nd implemented programmable single stepper (hardware and software – in C); improved efficiency and quick fault clearance

**CAREER CONTOUR**

**Since 2004 in NetApp (India) Pvt. Ltd.**

***May’18 – May’19*: NetApp (India) Pvt. Ltd *as Product Manager***

* Shouldering responsibilities as Product Manager; managing the following XCP (NAS- NFS/SMB Data Migration Tool) Release – (1) XCP SMB v1.1.1, v1.1.1D1 and v1.1.1D2, (2) XCP NFSv1.31D1 and v1.4. Announcing the product release to public/wider team, maintaining roadmap, prioritizing the requirement, and resolving customer escalations. Collecting feedback and handling the product usage by application downloads, licenses issued and data migrated by using the XCP Tool.
* Entrusted with the responsibility as **Program & Release Manager** for the XCP Product that included close discussion with the following teams for the release approval – Legal Team for EULA & GDPR Compliance, GTC Team for Export Compliance, OSRR (Blackduck) Team for 3rd Party Library, IE (Information Engineering) for product documentation (user guide and release note) and release tool team to publish the application for external downloads

***Aug’15 – Apr’18*: NetApp (India) Pvt. Ltd *as Senior Technical Program Manager - Practice Architect, Development Manager/Product Manager/Release Manager)***

* Took care of Unified Parser (UP) as Development Manager/Product Manager/Release Manager - a log parsing tool (using MSSQL, .net, C++, xml , CSV etc.) mainly used for NetApp Storage Systems, FC Switches and Hosts (logs collected through ASUP, ICT, nSanity or OneCollect) and delivered transition report which helped the transition assessment team. Also led the releases 18.1.0.X, 18.2.0X and 18.3.0.X -the tool used by NetApp Employees, Partners and Customers
* As Development Manager/Product Manager/Release Manager ; administered the development of NTS\_Ticket System (using .net, C++, SharePoint online etc.) – a tool for tracking NTS service system in HTML and SharePoint Environment, highly customized to suite the team need with multiple workflow stages, tracking and monitoring with target dates
* As Development Manager/Product Manager/Release Manger, managed the development of A2N parser (using Python, json, xml, csv etc.)– a tool for parsing storage system logs of EMC (Isilon, XtremIO, VNX and VMAX), IBM (DS series and XIV) and HP (EVA) storage systems for assessing the storage footprint to help transition planning
* As Program/Release Manager; took care of XCP (using Python) - a NAS (NFSv3 and SMB) migration tool. Released XCP NFS v1.3, XCP SMB v1.0, v1.0.1, v1.1 and helped in publishing the release
* As Practice Architect: Looked after 7MTT - CFT Service builder, quality initiative in 7MTT error message correction, building 7-Mode to C-mode transition assessment service - closely worked with pre-sales team and gave Best Practice guidance to customer. Analyzed the customer environment, authored knowledge base articles, service builders and gave suggestions for the inhibitors in the Storage Migration from old architecture (NetApp’s 7-Mode systems) to new storage architecture (Clustered Data ONTAP)
* Created Macro Script to automate calculation of values for PHC service (pre-Health check) in transition assessment and improved efficiency by 90%. Implemented similar automation for all services in the transition assessment services which enabled to complete transition assessment in hours would have otherwise taken days to complete

***Aug’10-Jul’15*: NetApp (India) Pvt. Ltd *as QA Manager – Microsoft Virtualization & Applications, MVA Team in DSG - MSBU / MSTG***

* Deftly steered following key assignments:
	+ SDW (Snap Drive for Windows) - handled multiple major versions SDW6.4, 6.5, 7.0 and 7.1 also multiple dot and patch releases. An application automating LUN provisioning and SnapShot management with NetApp storage systems. Supported in Windows OS 2008, 2008R2, 2012 and 2012R2 (with I18N support for Japanese, Chinese and German), including VMs in VMware – ESX server, Microsoft - Hyper V , XenServer virtualization and Amazon cloud –AWS environment with protocols SMB, FC/FCoE and iSCSI
	+ SMHV (SnapManager for HyperV) – Backup/Restore solution for VMs in Hyper-V environment, including transition from US
	+ Microsoft H/W Logo Certification for NetApp products like Storage platform, multipath driver and Storage OS (ONTAP, in 7 – Mode & Cluster Mode), interact with Microsoft for resolving issues, etc.
	+ Coordinated Interop and solution qualification of MCC (MetroCluster in clustered storage) and 7MTT (7-mode to Cluster mode storage Transition Tool), testing across multiple project team and across BU spread across Geo
	+ SAN Interop qualification for IA64 platform (Windows) with NetApp SAN Storage, Host Utility and Multipath Software
	+ OCSR (On Command Site Recovery) – Disaster Recovery Solution
	+ VDS (Virtual Disk Service) H/W provider for NetApp Storage Systems

***Aug’07-Jul’10*: NetApp (India) Pvt. Ltd *as QA Team Lead, RRE – Rapid Response Engineering Team***

* Instrumental in:
	+ Data Motion (online migration of storage unit from one physical box to another one / 7 -mode) interop testing (in Windows, ESX , Xenserver, Solaris and RHEL) with applications MSSQL, Oracle and MS Exchange
	+ SAN Interop Qualification of IA64 platform in Windows Environment with Host Utility, Multipath Software, NetApp SAN Storage in 7-mode & C-mode
	+ Windows Logo (www.windowsservercatalog.com) Certification for Netapp Products
	+ FASEASYStart, a GUI based remote utility to configure and setup new Netapp Storage System (7-mode) deployment)
	+ HyperVIBE (Backup utility at VM level in HyperV environment, 7-mode)
	+ RCU (Rapid Cloning Utility / 7 - mode), quick method of cloning / provisioning of Virtual Machines in ESX Environment
* Efficiently introduced & trained team members; *enforced NATE (NetApp Automation Test Environment – perl based ) automation in the team*

***Jun’04-Jul’07*: NetApp (India) Pvt. Ltd *as QA Engineer, RRE – Rapid Response Engineering Team***

* Essayed a crucial role in managing following key projects:
	+ SAN Interop Qualification of Fujitsu Siemens’ servers involving multiple OS (Windows, ESX, RHEL, SLES and Solaris) with NetApp Storage; *maintain IMT (Interoperability Matrix Tool), also regular meeting with customer (from Germany)*
	+ Functioned as part of Interop Qualification & Certification of NetApp product in ESX servers, XenServer and Novell Netware environment. Update IMT and vendor interaction for resolving issues
	+ SAN PVRs Qualification with NetApp Storage and completed more than hundred, the highest in the team. Interact with customer through account team to identify the need and GAP required to qualify, estimate the cost, test and create the required support document for the specific configuration for the customer. PVR configurations covering multiple operating systems (Windows, Solaris, RHEL, SUSE, HP Unix, Novel Netware etc.), Virtualization (ESX server, Xen, Xenserver, VirtualIron, OVM, MS Hyper-V etc.), multipath solutions (MPIO, MSDSM, ONTAPDSM, DMMP, MPxIO, DMP etc.) and cluster solutions (MSCS , WFC, VCS, SC & PrimeCluster)

**PREVIOUS EXPERIENCE**

**Oct’2003-Jun’2004: Wipro Technologies as Project Engineer**

* Performed engineering & development verification testing of Storage Virtualization Software
* Skilfully led Lab team, test case development, set-up testbed, test case execution, bug entry and bug verification work

**Oct’2001-Apr’2003: Hewlett Packard (S) Pte. Ltd. as Engineering Coordinator**

* Took care of engineering & technical support to Asia Custom Enterprise Systems (ACES) production line
	+ A special integration line providing customized rack solution (Using Alpha/Proliant Servers, Storage and Other Supporting Rack Mountable Products - Monitors, Keyboards, Tape Libraries, Console Switches, UPS and Invertors)
	+ Major customers are from Telecommunication, FAB Manufacturers, ISP Providers and Banking Sectors
		- Each order is considered an individual project and requires design of rack layout and subsequent approval from customer, release of drawings/documents to production
		- Build and test as per customer requirement including installation of OS and configuring.

**Oct’1998-Sep’2001: Compaq Asia as Senior Engineering Assistant**

* Led ACES Production Team including of 15 Operators and Technicians
* Coordinated ACES Integration - Complex Integration Centre, Customer Solution System, One Touch Solution Centre and Testing
* Accountable for Operating System Installation & Configuration Part as per customer specification (servers, Storage products – HBAs, SAN, SCSI, RAID, DAS, SCSI Hubs, tape libraries & clustering)
* Performed Process Validation Test (PVT) for new product and handled pilot production of storage and server products

**Jun’1995-Sep’1998: Digital Equipment International as Engineering assistant**

* Troubleshoot Alpha based Servers, Workstations and Storage Products
* Responsible for maintenance & support of SMT Machines, Automated Test Equipment and PC based Test Systems

**Sep’1989-June’1995: Wipro InfoTech Ltd as Engineer production**

* Evaluated new product (Micro Systems – Computer Mother Board, BIOS, Add on/Controller cards); Product Documentation, BOM & CAD for PCB Assembly and Schematics Drawing
* Designed and implemented Voltage Cycling for PC Motherboards; Test Jigs (Resistor Packs, Buzzer and Crystal/Oscillators); PROM based Jig for RAM - Testing Memory Module etc.

**SCHOLASTICS PORTFOLO**

**4-Years Course in Electronics** from NTTF Electronics Training Centre, Bangalore **1989**

**Pre-Degree Course (PDC)** from University of Calicut, Kerala **1984**

**SSLC - Secondary School Leaving Certificate** from Kerala State Board **1982**

**Professional Enhancements:**

* Pursued in NetApp:
	+ Various Leadership Trainings
	+ Internal Trainings on NetApp Products and Solutions
	+ NetApp Certified Implementation Engineer - SAN, 7-Mode (2019)
	+ NetApp Certified Implementation Engineer – Data Protection (2016)
	+ NetApp Certified Implementation Engineer – SAN (2015)
	+ NetApp Certified Data Administrator (2015)
* CloudHat - Fundamentals of Cloud Computing (2015)
* MCSE Training from IIHT, Bangalore in 2009
* Linux Admin, Internals & Programming Essentials from Linux Learning Centre, Bangalore in 2003
* CISCO Certified Network Associate from Informatics Professional Development Centre, Singapore in 2001
* Compaq Tru64 UNIX Utilities and Command from Global Knowledge, Singapore in 2001
* Begin Programming in JAVA from National University of Singapore in 1998
* International Import/Export Business from Blue Harvest Learning Centre, Singapore in 1997

**REFERENCES AVAILABLE ON REQUEST**