**Prashanth R.P E-mail**: prash1871994@gmail.com

**Contact No.**:+91 9940071263

**OBJECTIVE:**

Looking forward to work in a creative and challenging environment where I can constantly learn and successfully prove myself to the best of my abilities. I have been able to succeed when others have failed. This was due to my ability of knowing how to work with people to create efficiencies that cut costs while still working to achieve a "best practice" outcome.

**PROFESSIONAL SUMMARY**:

Professional storage administrator and consultant with good hands on experience in wide varieties of storage systems and industries with their product support. Proficient skills in mass storage systems in EMC, HITACHI, HP and Cisco & Brocade SAN Switches.

**Current company name** **:** HCL Technologies

**Designation** **:** SeniorSpecialist

**Tenure :** June 2020 – till date

**Previouscompany name** **:** Wipro Technologies

**Designation** **:** SeniorStorage Administrator

**Tenure :** Sep 2015 - May 2020

**Total experience :** 5 yrs.

**Products Handled :** Hitachi VSP, Hitachi NAS, HUR, HP EVA, HP MSA, EMC VNX, Isilon, Unity, XtreamIO, RPA, RP4VM, VxRail, DELL Compellent Storage, Cisco Switch, Brocade Switch.

**ROLES AND RESPONSIBILITES**:

* Held responsibility in managing Hitachi VSP, Hitachi NAS, EMC-VNX, EMC-Unity, HP EVA, HP MSA, Isilon, XtreamIOstorage arrays. Regular tasks include array monitoring, capacity report generation and provisioning storage.
* Managed the replication jobs in Hitachi Universal Replicator, EMC - Recover Point Appliance and Recover Point for Virtual Machines.
* Have collaborated with vendors in performing upgrade activities.
* Possess good knowledge in managing SAN and NAS environment. Have performed tasks like creating shares (CIFS, NFS), managingvolumes.
* Proficient and good hands on in Hitachi VSP and Brocade Switch Zoning.
* Worked on many commissioning and decommissioning of Storage Arrays.
* Performed storage optimization in the environment as a process of LEAN management.
* Maintains excellent standards and support for the Priority incidents.
* Have good working knowledge in ITIL Change, Incident and Problem Management.
* Worked on several service improvement plan to optimise customer environment.
* Have worked on Automating Capacity report and alert reporting for Storage devices.
* Track, coordinate and follow up with the customers via telephone and email.
* Maintain high quality standards and built excellent customer relationships.
* Monitor and manage all severity incidents to SLA.

**ACHIEVEMENTS:**

* Received “Prodigy” award for best rookie in Q22017-2018 at Wipro Technologies.
* Received “Outstanding Performer” award for overall performance in Q4 2017 – 2018at Wipro Technologies.
* Received “High Learning Ability” award in Q3 2019-2020 at Wipro Technologies.
* Received appreciations from customer for delivering best service at right time.
* Mentored a batch of freshers.

**KEY SKILLS AND COMPETENCIES:**

* Resolving complex technical issues and coming up with fast efficient solutions.
* Worked as an SME of an entire region(EMEAR) holding about 70+ Storage devices of different variants.
* Worked individually on Brocade environment to remove and reconfigure new ISL inter DC links of replication between data centers.
* Excellent customer facing skills.
* Perform and as well as manage beyond consulting technical subject matter expertise.
* Monitored and maintained Hitachi Storage platforms to include HUS 130, HUS 150 and AMS2100.
* Monitored all SAN connectivity of Brocade Switches with BNA and CLI.
* Configured SAN switch ports for new connections when new servers were brought online using Cisco Device manager.
* Allocated and configured storage on an ongoing basis when requirements were approved through change management
* Configured alert mechanism for new storage arrays.
* Worked on Automation of Capacity Reports.
* Reporting daily on the tasks and incidents status to Manager and driving those incidents to closure.
* Attended hands-on training on Hitachi VSP and G1K devices and learned about their basic architectures and their applications.

**EDUCATIONAL QUALIFICATION:**

## 55% in M.Sc. cyber forensic and information – 2017 – 2019 Madras University.

* 70% inB.SC Physicswith Computer Applicationsin DG Vaishnav College of Arts and Science(Affiliated byMadras University) (2012-2015).

## 68 % during Higher Secondary in KendriyaVidyalaya Island grounds Chennai-1 (2010- 2012).

 **PERSONAL PROFILE:**

**Date of birth**  : 18-Jul-1994.

**Nationality** :Indian.

**Strengths** : Adaptation, leadership quality & duty conscious.

**Hobbies** : Playing football, volleyball.

**Languages Known** : English, Hindi and Tamil.

**DECLARATION:**

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

**Place**: Chennai

**Date**: (Prashanth R P)