**David Livingston John**

***Technical Service Engineer*** *Phone: +91-***9842354508**

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***Summary***

Professional Technical service engineer, storage administrator and consultant with good hands on experience in wide varieties of storage systems and industries with their product support. Outstanding skills in mass storage systems in **NETAPP, EMC ISILON, EMC VNX, EMC VPLEX, RECOVERPOINT Appliance, HITACHI** systems.

***Experience***

**Fujitsu Consulting India**

Technical Service Engineer MARCH 2018 – PRESENT

* Products Handling: EMC Isilon, VNX, Hitachi VSP, HUS VM, EMC APPSYNC,

Netapp 7 mode and CDOT, Pure Storage, BROCADE SAN switches, HP 3PAR(L1)

* Provided daily administration and operational support, including on-call, for all

supported hardware.

* Performed Fabric Zoning and LUN masking to meet the storage requirements of

Various user groups and applications.

* Diagnosed, researched and resolved storage issues using vendor resources and

Other support methods.

* Participated in the planning and implementing disaster recovery and high

Availability for critical systems.

* Troubleshoot/escalated storage related issues and implemented storage standards

for all servers.

* Provided tuning and performance optimization with Hitachi Tuning Manager.
* Possess knowledge on Clustering concepts and LVM's.
* Worked on few parts of PERL scripts and some basics of LINUX concepts.
* Achieved few awards and appreciations for the Q3 (2018-2019).
* Developed Customer service improvement plans in terms of Infrastructure Quality.
* Worked closely with Sales team in getting a quote for the customer in scaling up the storage device.
* Resolved multiple P1’s in Customer Application level sync issues.
* Engaged in several priority activities and projects like OneDrive Migration of Home Drives, DR activities.
* Cross skilling myself in Python and Anisible.

**Cognizant Technology Solutions**

Tech Lead OCTOBER 2017 - MARCH 2018

* Products Handled: NetApp and Cisco SAN switches, NetBackup(L1)
* Provide Recommendations in technical requisites for upcoming projects in terms

of infrastructure.

* Mentoring a team of associates and guiding them in technical aspects.
* Managing storage array’s capacity and suggesting for uplifts whenever necessary.
* Received multiple appreciations from client in solving performance issues with

NetApp.

* Liaise and work with hardware/software vendors and project groups as required.
* Perform and as well as manage beyond consulting technical subject matter

expertise.

* Analyze and perform continually to enhance services quality offered by

Corporate IT.

* Participate in continuing technology analysis and update with technology trends

as well as industry standards.

* Provided expert level expertise for a VMware ESX environment with over 1000

hosts.

* Understanding of how VM is created and managing VM server.
* Possess basic knowledge on LVM concepts and coordinated few tasks with the

handshake of Unix Team.

**Wipro Technologies**

Associate Technical Consultant SEPTEMBER 2014 – OCTOBER 2017

* Holds responsibility in managing NETAPP, EMC VNX and EMC Isilon, Hitachi

storage arrays.

* Regular tasks include array monitoring, capacity report generation and provisioning Storage.
* Have collaborated with the Vendors in performing Upgrade Activities (Isilon).
* I possess good knowledge in managing NetApp SAN and NAS. Have performed

tasks like creating shares (CIFS, NFS), provisioning LUNs and replication.

* Managed Recover point and also involved myself in Recover Point DR activity.
* Minimal knowledge in Hitachi VSP.
* Provided architected concepts for GRID from NAS Storage systems.
* Analysing and Managing the 45PB storage environment for the optimization.
* Maintains excellent standards and support for the Priority incidents.
* I have worked in ITIL concepts like Incident and Change Management.
* Track, coordinate and follow up with the customer’s via telephone and email.
* Maintain high quality standards and built excellent customer relationships.
* Monitored and maintained Hitachi Storage platforms to include 9990v USPV, HUS

130, HUS 150 and AMS500.

* Monitored all SAN connectivity of CISCO 9513's, 9909's using Cisco Fabric Manager,

and Cisco Device manager.

* 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 the replication through EMC RPA to a new site using VIA tool.
* Basic Knowledge on VMware virtualization.

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***Skills***

***PRODUCTS HANDLED:***

* + - * + ***EMC VNX, UNITY and Isilon***
				+ ***NetApp 7 Mode & CDOT***
				+ ***HP MSA and EVA***
				+ ***Hitachi VSP, HUS, AMS and HUS-VM***
				+ ***EMC APPSYNC, VPLEX***
				+ ***Basics of HP 3PAR***

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***Education***

**K S RANGASAMY COLLEGE OF TECHNOLOGY**

Bachelor of Engineering in Mechatronics

Graduated on 2014 with 81%.

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***Declaration***

I hereby declare that the details furnished above are true and correct to the best of my knowledge and belief and I undertake to inform you of any changes therein, immediately.

Yours Sincerely,

(David Livingston John)