

## **Akhilesh Ramesh Pipada**

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*Looking for career enrichment opportunities with a frontline organization and to use the knowledge & skills acquired and to ensure good growth prospect for myself and the company.*

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### **Summary:**

- Excellent Communication Skills and technical skills.
- Support experience with NetApp storage Administration.
- Ability to learn new languages and cope up with new scenarios quickly.

### **Experience:**

Deployment Engineer in HPE for Storeserv 3PAR **(30 April 2019 till date)**

Technical support engineer for storage • Convergys • 2 years ( **January 2016 to February 2018**)

Technical Support Engineer for HP 6 Months ( **May 2015 to October 2015** )

Diagnosing and troubleshooting technical issues related to NetApp FAS filers

### **Roles and Responsibilities:**

#### **Deployment Engineer in HPE for Storeserv 3PAR (30 April 2019 till date)**

Deployment of OS and Patch Upgrade for HPE 3PAR 7k, 8k, 10k & 20k series.

Host Review Configuration , Pre-upgrade planning, Roll-back Plan.

SP Upgrade from Axeda to RDA Domino

Pro-active Upgrade Management system.

## **NETAPP ATS. CONVERGYS ( January 2016 to February 2018)**

Diagnosing and troubleshooting technical issues related to NetApp FAS filers

- Part of pilot batch in NetApp Advanced Technical Support team.
- Helping the transition of entire APAC region support from AMER to APAC region.
- Providing end to end support for NetApp FAS Series Storage units in APAC region.
- Adaptability to learn new techniques, Quickly
- Diagnosing and troubleshooting technical issues related to NetApp FAS filers.
- Identify and requesting part for any hardware failure (Disks, PSUs, Memory, System boards, Controllers, Shelves etc.).
- Troubleshoot and assist customer in hardware or software issues
- Root cause analysis on high priority cases
- Working on giveback and takeover operations
- Knowledge on RAID levels.
- Handling P2 cases ,working on them towards resolution
- Initial analysis on p1 cases
- Working with level 2 and escalation Engineers towards case resolution
- Identifying BUGs /known issues reporting to escalation engineer or next level
- Successfully configured NetApp Clustered Data Ontap.
- Performed software upgrades for disk, disk shelves, RLM and Ontap.
- Working with Storage Account Managers to provide better resolutions and case handling to customer.
- LUN creation, LUN mapping
- Configure SnapMirror on NetApp filer for Data Replication to remote/local sites.
- · Created Aggregates, Volume, CIFS Shares and NFS Exports.
- Perform regular hardware maintenance and upgrades along with Ontap upgrades at customer environments
- Works on SAN and NAS issues.
- Ontap Upgrade and Firmware upgrade.
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## **Technical Support Engineer for Hewlett Packard ( May 2015 to October 2015 )**

- Technical support for the Various VPN network used internally in HP
- Supported various software such as Microsoft Office, Adobe
- Installation and reinstallation of the various Software supported in the HP Portal
- Worked in the Rotational Shift
- As we employee were in the migration process i.e HP getting split in to HPE and HP inc learned about the process with day to day update and utilized the resources to provide solution to the users on spot
- Even supported for the Mobile application used internally
- TPM installation and encryption turn around for the Bit-locker also was a part of the process to support
- Lync commination taking remote desktop with the user and solving the issue on the earliest.

