Venu Gopal Naidu Ponnada

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Summary

Senior storage/support engineer with over 4.5 years of successful experience in Dell EMC SAN /NAS and Customer support . Recognized consistently for performance excellence and contributions to success in customer support industry. Strengths in SAN and NAS product management and Implementation /solutions design backed by training.

Notice Period : 25 days

Key skills :

- Linux administration
- Storage Networking
- Distributed File system
- Backup [NDMP]
- Protocols : NFS, SMB , Multiprotocol (RFC 2307) , HDFS, SNMP, SMTP
- Product Technical assistance for lower level team and mentoring
- Product Implementation and Solution design specialist
- Virtualization knowledge

Experience

Senior Technical Support Engineer

Wipro Limited

Dec 2016 - Present (4 years 2 months +)

* Roles and Responsibilities :

- Senior Product Technical Support Engineer [Dell EMC Isilon & Symmetrix]
- Senior Technical mentor and assistance for lower level team consists of 100 members
- Customer support Expert with a Csat score of 1500+
- Assist with technical consultation on critical escalated issues with Global customer's
- Move closely with Dell EMC Engineering team and drive towards resolution of the problem as quick as possible.
- RCA expert when there is major incident reported by customer.

* Technical Skills :

- Troubleshooting real-time Storage [NAS /SAN] , Linux, Windows, Networking , Distributed Filesystem
- Troubleshooting all protocols related issues and backup

* Storage Experience

- Level -2 troubleshooting of issues raised by Global Dell EMC customer's for Dell EMC Vmax and Isilon
- Storage configuration by helping customer creating shares and exports and troubleshooting.
- Product administration support for Filesystem , Backup, Linux , Networking, Protocols and Cluster best practices etc.
- Administration and support for Business continuity of Both SAN and NAS scale-out devices.
- Playing a crucial part in troubleshooting Data-unavailable/ Data-Loss situations .
- Mentoring new hires in the organization .

* Personnel skills :

- High problem solving abilities.
- Good communication skills
- Ability to work under pressure
- Always belief in self learning
- Very much keen in learning new technologies and work enthusiastic

Senior Storage Engineer
Wipro Limited
Dec 2016 - Present (4 years 2 months +)
Monitored incoming data analytics requests, executed analytics and efficiently distributed results to all types of storage products within Dell EMC.
Contributed to internal activities for overall process improvements, efficiencies and innovation.
Developed, implemented, supported and maintained data analytics protocols, standards and documentation.
Explained data results clearly and discussed how it can be utilized to support project objectives.

Education

Birla Institute of Technology and Science, Pilani
Master of Technology - MTech, Systems Engineering
2020 - 2022

Birla Institute of Technology and Science, Pilani
Bachelor of Technology - BTech, Information Systems
2017 - 2020

Licenses & Certifications

Specialist, Systems Administrator | VMAX All Flash and VMAX3 Solutions Exam
- Dell EMC
369255644

Specialist - Implementation Engineer, PowerScale Exam - Dell EMC

379117866

Dell EMC Information and storage management Associate - V3 - Dell EMC
332403518

Skills

Enterprise Storage • Solutions Design • Storage Management • EMC SAN Administration • Isilon •
Network-Attached Storage (NAS) • Linux • Networking • Technical Support • Windows

Honors & Awards

Best Technical Support engineer -Isilon - Wipro Limited
Jun 2020

Best Technical support Engineer- Symmetrix - Wipro Limited
Mar 2019