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# MURTAZA MADRASWALA

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## PROFESSIONAL SUMMARY

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Dynamic Enterprise Data Protection Engineer with extensive experience at Wipro Technologies, specializing in Commvault architecture and performance optimization. Proven track record in managing multi-petabyte backup environments, ensuring compliance, and leading cross-functional teams. Adept at crisis management and strategic planning, delivering high availability and security for critical data.

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## SKILLS

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- **Commvault Administration & Architecture:**



- **Team Leadership & Mentorship**



- **Cross-Functional Collaboration**



- **Performance Optimization**



- **Strategic Planning**



- **Crisis Management**



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## WORK HISTORY

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**Lead Commvault Administrator**, 07/2023 - Current

**Wipro Technologies** – Chennai

I am an **Enterprise Data Protection & Infrastructure Engineer** specializing in the design, implementation, and optimization of **large-scale backup and recovery ecosystems**. With extensive hands-on experience in **Commvault Data Protection Suite, VMware virtualization, and SAN-based storage architectures**, I ensure business-critical data is always available, secure, and compliant.

- **Enterprise Backup & Recovery:** Architect, administer, and optimize multi-petabyte environments using Commvault, with advanced skills in **CommServe management, Media Agent scaling, deduplication policies, and disaster recovery planning**.
- **VMware Data Protection:** Manage backup of **2000+ VMware/Nutanix VMs** leveraging **HotAdd, SAN, and NBD transport modes**, along with IntelliSnap integration for high-performance snapshot-based backups.
- **Storage & SAN Integration:** Skilled in **NetApp, DELL ME5084, IBM TS4500 LTO libraries**, and **FC SAN** infrastructures, ensuring seamless data flow between production and backup networks.
- **Performance Engineering:** Optimize backup throughput by tuning deduplication (DDB management,

- SSD caching), refining network architectures (dedicated VLANs), and eliminating bottlenecks
- **Tape & Archival Management:** Administer **disk-to-disk-to-tape (D2D2T)** workflows, perform **tape drive/media validation** tape libraries, and enforce compliance-driven retention policies.
  - **Disaster Recovery & Compliance:** Ensure regulatory compliance through **Commvault DR metadata backups** and secure multi-site data replication.

**Backup Administrator**, 08/2022 - 06/2023

**Wipro Technologies** – Chennai

Worked as an **L1 Backup Operations Engineer**, providing day-to-day support for enterprise backup environments using **IBM Spectrum Protect (TSM)** and **Commvault**. Focused on **monitoring, troubleshooting, and executing backup/restore requests**, while collaborating with L2/L3 teams for escalations and long-term fixes.

- **Backup Operations (L1):** Monitored daily backup jobs, validated successful completion, and handled failures across **Commvault** and **TSM** environments.
- **Incident Management:** Investigated common job failures (e.g., client connectivity issues, storage full errors, media unavailability) and resolved or escalated as per SLA.
- **Restore Requests:** Executed on-demand restores for business users (VMs, databases, file systems), ensuring data integrity and timeliness.
- **Tape Management (TSM & Commvault):** Assisted in tape mounting, demounting, and tracking of media for offsite storage. Coordinated with library teams for media verification and replacement.
- **Client Configuration:** Performed basic client onboarding tasks such as agent installation, policy assignment, and schedule verification.
- **Reporting:** Generated daily/weekly reports on backup status, SLA adherence, and incident closure rates for management review.
- **Knowledge Transition:** Documented recurring issues, standard operating procedures, and troubleshooting steps to streamline operations.

**Unix Administrator**, 04/2022 - 08/2022

**Wipro Technologies** – Chennai

Worked as an **L1 Unix/Linux Administrator**, responsible for day-to-day system operations, monitoring, and incident resolution across **IBM Power Systems (P7, P8, P9 AIX servers)** and **Red Hat Enterprise Linux (RHEL)** environments. Focused on ensuring system availability, user management, and first-level troubleshooting under strict SLA environments.

- **System Monitoring & Health Checks:** Monitored server performance (CPU, memory, storage utilization) using tools like **NMON, topas, vmstat, iostat**, and Linux equivalents.
- **User & Access Management:** Created and managed user accounts, groups, sudo privileges, and SSH key configurations.
- **Filesystem & Storage Tasks:** Monitored filesystem utilization, extended logical volumes, and

managed disk partitions on both AIX (LVM, JFS2) and RHEL (LVM, ext4/xfs).

- **Patch & Package Management:** Assisted in applying OS patches, security updates, and RPM package installations under senior guidance.
- **Incident & Service Requests:** Responded to tickets for password resets, user access issues, disk space alerts, and system reboots.
- **Backup & Recovery Coordination:** Supported integration with backup teams for client configurations (TSM/Commvault agents on Unix servers).
- **System Start/Stop Procedures:** Executed standard operating procedures (SOPs) for application/service restarts during planned maintenance windows.
- **Escalation Management:** Identified and escalated hardware, kernel, or performance issues to L2/L3 teams with preliminary diagnostics.

**Data Center Operator, 09/2021 - 04/2022**

**Wipro Technologies – Chennai**

Started career as a **Data Center Operator (DCO)**, responsible for monitoring, executing, and supporting **banking core processes on Oracle Flexcube**. Worked closely with IT operations, backup teams, and application teams to ensure **error-free End-of-Day (EOD) and Beginning-of-Day (BOD) operations**. Gained strong exposure to **backup verification, scripting, and system process automation** in a mission-critical banking environment.

- **Banking Operations Support:** Executed and monitored **EOD/BOD processes** in Oracle Flexcube, ensuring all transactions and reports were successfully processed before business hours.
- **Backup & Restore Verification:** Cross-verified daily **database and file backups**, validated restore tests, and coordinated with backup teams for SLA compliance.
- **Batch & Script Execution:** Scheduled and pushed **automation scripts, SQL jobs** to support banking operations and system maintenance.
- **Monitoring & Incident Handling:** Monitored system logs, application processes, and server alerts; raised incidents in case of failures during banking cycles.
- **Reporting & Documentation:** Generated daily operations reports for management, documenting job status, errors, and resolution steps.
- **Coordination with IT Teams:** Worked closely with **DBA, Unix/Linux, and backup teams** for escalations and issue resolution.

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## EDUCATION

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**M. Tech:** Systems Technologies, 11/2025

**Birla Institute of Technology - Pilani**

**Bachelor of Science:** Computer Applications Development, 04/2021

**Dr. G R Damodaran College of Science - Coimbatore**

**High School:** Commerce With Computer Science, 04/2018

**Geethaanjali All India Senior Secondary School - Erode**

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PERSONAL DETAILS

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**Date of Birth:** 11/12/2000

**Nationality:** Indian

**Marital Status:** Married

**Gender:** Male

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CERTIFICATIONS

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- Commvault Certified Professional
- Commvault Advanced Configurations
- Commvault Certified Engineer - CommCell Console
- Commvault Certified Engineer - Command Center
- Commvault Sales Professional
- Commvault Cyber Resiliency

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LANGUAGES

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Tamil



Upper intermediate (B2)

English



Bilingual or Proficient (C2)

Hindi



Bilingual or Proficient (C2)