

Avnee

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Summary:

Experienced **Technical Support Engineer with 5 years of expertise in Dell Technologies, specializing in virtualization, Dell Storage products, and advanced system administration.** Skilled in delivering client-focused solutions and ensuring optimal system performance. Seeking to leverage my expertise in a challenging role that aligns with my zeal for continuous learning and growth.

Work Experience:

Current Company: Wipro Technologies, Hyderabad

(September 2020 – Present)

Position: Senior Project Engineer

- Provided advanced technical support for **Dell EMC VxRail, VMAX, and PowerMax** storage systems.
- Managed **installation, configuration, upgrades, and patching** using **VMware vSphere, ESXi, and vCenter.**
- Performed **root cause analysis and log diagnostics** using **SecureCRT, Unisphere, and SRM tools.**
- Delivered **on-call and remote support** for production systems ensuring **high availability** and minimal downtime.
- Collaborated with **cross-functional teams** using **ServiceNow** for incident, change, and problem management.
- Conducted **firmware updates and health checks** leveraging **Dell EMC management utilities.**
- Maintained **technical documentation** and contributed to knowledge base improvement initiatives.
- Applied **ITIL practices, strong troubleshooting, and customer communication** skills to ensure service excellence.

Technical Skills:

- **Virtualization Expertise:** Hands-on experience with VMware vSphere Client, vCenter, vSphere Hypervisor, and associated features like Snapshots, VMotion, Clustering, High Availability (HA), Distributed Resource Scheduler (DRS), Cloning, Templates, NSX, and VSAN.
- **Storage technologies:** Knowledge of SAN, NAS, LUN masking, RAID configurations, and storage provisioning.
- **Linux Skills:** Familiarity with Azure cloud, Linux and Shell commands for directory and system navigation.
- **Database Admin:** Proficient with SQL, Designing and managing database backups, performance tuning to maintain reliability, Integrate SQL based data insights into Power BI dashboards.

Soft Skills:

- **Communication:** Clear communicator with strong client relationship skills.
- **Adaptability & Learning:** Quick learner, Flexible with new tools and technologies.
- **Team Collaboration:** Team Oriented with cross functional project experience.
- **Time Management:** Effective at prioritizing tasks and meeting deadlines.
- **Customer Focus:** Committed to quality service and client satisfaction.

Education:

- **Master of Technology – Computing Systems and Infrastructure** -- BITS Pilani Hyderabad, 2024
- **Bachelor of Computer Applications** – Computer Science -- Graphic Era Hill University, 2020

DECLARATION: I hereby declare the Information stated above is true to the best of my knowledge and belief.