

MOHAMMED AJMAL

STORAGE AND BACKUP ADMINISTRATOR

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PROFESSIONAL SUMMARY

Storage & Backup Administrator with 2.8+ years of experience administering Dell EMC Products and NetApp FAS infrastructure, managing 35+ enterprise clusters and ~10 PB of NAS/SAN storage allocation. Executed 100+ NAS migrations, 500+ share and export creations, and hands-on LUN provisioning and reclamation across production environments. Proficient in Avamar and PPDM for daily backup monitoring, server onboarding, and reclamation workflows. Developed Python-based automation scripts using AI-assisted tools to improve operational efficiency. ITIL v4 Foundation certified.

PROFESSIONAL EXPERIENCE

Storage & Backup Administrator | HCL Technologies
Sept 2023 – Present

- Administered 35+ enterprise storage clusters across Dell EMC (PowerScale/Isilon, PowerStore, PowerVault, PowerMax, VNX, Unity) and NetApp ONTAP (FAS), managing ~10 PB of NAS/SAN storage.
- Executed 100+ NAS migrations (Isilon to PowerScale) with zero data loss, adhering to strict change management and post-migration validation protocols.
- Provisioned 500+ shares/exports via CIFS/SMB and NFS; managed complex access controls, quotas, and LUN lifecycle (provisioning/reclamation) across production environments.
- Optimized backup & recovery using Avamar and PowerProtect Data Manager (PPDM), maintaining high success rates through proactive job monitoring and server onboarding/offboarding.
- Configured and maintained snapshots, replication, capacity planning, quota management, and performance monitoring across multiple enterprise storage platforms.
- Resolved critical hardware/software faults, including disk/node failures and HA recovery; collaborated with vendors for deep-level troubleshooting.
- Led infrastructure maintenance, including code/firmware upgrades, SSL renewals, and PowerStore deployments with a focus on high availability.
- Automated operational reporting using Python and AI-assisted tools; currently transitioning workflows to Ansible for increased scalability.

TECHNICAL & CORE SKILLS

- **Storage Platforms:** Dell EMC Isilon, PowerScale, Unity, PowerStore, PowerVault, VNX, NetApp ONTAP
- **NAS Administration:** Share/export management, quota, snapshots, replication, migrations (SyncIQ, RoboCopy, EMCopy)
- **SAN Administration:** LUN provisioning, expansion, reclamation, host mapping, zoning support (iSCSI, FC)
- **Backup & Recovery:** Avamar, PPDM; VM, file, and image-level backups, restores, rotation management, snapshot scheduling
- **Hardware/Software Troubleshooting:** Drive replacements, node/controller failures, battery replacements, HA recovery, CIFS/NFS share issues and cluster compute module replacement.
- **Automation & Monitoring:** Python scripting for report automation, Ansible (learning), InsightIQ, APEX AIOps
- **Protocols & OS:** NFS, SMB, iSCSI, FC; Windows, Linux/Unix
- **ITIL & Tools:** ServiceNow (incidents, changes, RITMs), DR activities, SSL renewals, change & incident management

CERTIFICATIONS

Dell Technologies (OEM / Partner Portal)

- PowerMaxOS 10 – Concepts and Features
- PowerStore 3.0 – Concepts and Features
- PowerScale – Concepts

Rubrik Technologies (OEM / Partner Portal)

- Rubrik Technical Professional

Additional Certification

- ITIL v4 Certification by Skillsoft
- Python Application Development – CAPS Training Institute (2022)
Used for scripting, automation, and operational tasks

EDUCATION

Bachelor of Computer Application (BCA)

Bharathidasan University | 2020 – 2023

Graduated with CGPA 9.87/10

Awarded University Gold Medal for academic excellence

ACHIEVEMENTS

- Consistently delivered zero data loss migrations while maintaining high service availability during critical production changes.
- Recognized for improving storage utilization and efficiency through effective capacity management and reclamation strategies.
- Enhanced operational efficiency by developing automation scripts, reducing manual reporting effort and turnaround time.
- Actively supported infrastructure lifecycle activities, including decommissioning and upgrades, ensuring minimal business impact.
- Gold Medalist (CGPA 9.87), awarded by Bharathidasan University for academic excellence.