

SHIBU A

Infrastructure & Backup Support Engineer | System Administrator

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PROFESSIONAL SUMMARY

Infrastructure and Backup Support Engineer with 5+ years of hands-on experience managing enterprise IT environments for global clients including Dell EMC and NetApp Inc. Specialised in Dell EMC NetWorker, NetApp ONTAP, LTO Tape Libraries, Data Domain, and cross-platform Linux/Windows administration. Proven track record of 100% CSAT, 99.9% uptime delivery, and resolution of complex P1 incidents in regulated banking and insurance environments. Experienced in root cause analysis (RCA), disaster recovery, SLA management, and hardware lifecycle operations. Open to Infrastructure Engineer, Senior System Administrator, and Backup/Storage Engineer roles.

CORE COMPETENCIES & TECHNICAL SKILLS

BACKUP & STORAGE

Dell EMC NetWorker (Advanced)
NetApp ONTAP (AFF/FAS)
PowerProtect Data Domain
LTO-8 Tape Library Management
UASM · Bootstrap Recovery
SAS / FC / ACP Topology
FRU Replacement & Lifecycle
Disaster Recovery (DR)

SYSTEMS ADMINISTRATION

Linux: RHEL · CentOS · Ubuntu
Windows Server 2012–2022
Active Directory · GPO · DNS · DHCP
VMware ESXi · vSphere · vCenter
Microsoft Hyper-V
Bash Shell Scripting
Patch Management & Hardening
Office 365

TOOLS & PROCESSES

ServiceNow · Jira · Remedy
Root Cause Analysis (RCA)
SLA / ITSM / Incident Management
TCP/IP · DNS · DHCP · VLAN
RDP · SSH · VPN Management
AWS Cloud (In Progress)
AnyDesk · TeamViewer
Hardware Diagnostics & FRU

PROFESSIONAL EXPERIENCE

Sutherland Global Services

Dec 2024 – Feb 2026

Client: NetApp Inc — Storage & Cloud Data Management

Sr. Associate — Infrastructure (Hardware Technical Support Engineer L2)

- Delivered 99.999% uptime for NetApp AFF/FAS storage clusters in mission-critical enterprise environments with zero data loss or unplanned outages.
- Handled 500+ support cases in a single year with zero dissatisfaction — consistently rated top performer within the team.
- Diagnosed and resolved FRU failures (controllers, disk drives, NVDIMMs, PSUs, fans) across DS2246 and DS212C expansion shelves, minimising MTTR.
- Proactively identified at-risk hardware components via AutoSupport (ASUP) analysis — replaced 100% of flagged units before customer-impacting failure.
- Led firmware and microcode upgrades across dozens of storage nodes without service disruption, improving reliability and resolving hardware defects.
- Completed SSRT (Storage System Recovery & Troubleshooting Training) — advanced certification in hardware replacement, RCA, and complex diagnostics.
- Mentored junior engineers and authored internal technical articles on advanced recovery procedures and topology best practices.
- Verified SAS/FC/ACP cabling topology against NetApp best practices, eliminating single points of failure in production environments.

Wipro Limited

Sep 2022 – Nov 2024

Client: Dell EMC — Enterprise Backup & Data Protection (NetWorker)

Senior System Administrator (Technical Support Engineer L2)

- Recovered 15TB of critical 7-year banking compliance data using UASM after a tape relabelling incident — a recovery previously considered impossible without full saveset integrity.

- Conducted bootstrap time-machine analysis across 30 days of media database history to identify root cause of silent saveset expiration, resulting in complete RCA delivery to the client.
- Achieved 100% Customer Satisfaction (CSAT) rating across all assigned enterprise accounts over 2 consecutive years.
- Earned 50+ formal customer appreciation letters for effort reduction and efficient multi-issue resolution.
- Reduced average resolution time for critical P1 issues by 10% through advanced troubleshooting methodologies and streamlined escalation handling.
- Assigned as dedicated engineer for LIC (Life Insurance Corporation of India) — received two formal commendations from Dell EMC for on-site P1 issue resolution.
- Awarded three Wipro Excellence Certificates for outstanding dedication and performance.
- Optimised NetWorker backup configurations across multiple client environments, reducing backup failure rates and improving window compliance.
- Executed standalone and cluster migrations for NetWorker applications with zero data loss and minimal downtime.
- Transformed multiple dissatisfied regional banking customers into high-satisfaction accounts through proactive engagement and technical expertise.
- Collaborated with L3 SMEs and Dell development teams to resolve product-level bugs and complex environment-specific issues.

CTAS Pvt Ltd

Oct 2020 – Sep 2022

Client: Internal IT — Enterprise Server & Platform Administration
System Administrator (System Associate Engineer)

- Administered 150+ Linux (RHEL/CentOS) and Windows Server (2012–2022) servers maintaining consistent 99.9% uptime.
- Managed Active Directory, DNS, DHCP, and file services for 500+ users with zero access outages across the tenure.
- Reduced recurring incidents by 25% through proactive root-cause analysis across OS, network, and hardware domains.
- Achieved 95%+ SLA compliance on ticket closure across Windows, Linux, and networking incident categories.
- Delivered 100% backup reliability over 12 months using Dell EMC NetWorker — zero data loss, flawless file-level restorations.
- Automated infrastructure health reporting using custom Bash scripts — reduced manual monitoring effort by 30%.
- Maintained 99% patch compliance across 200+ servers within single maintenance windows.
- Supported hardware lifecycle refresh project — migrated 50+ server nodes with zero downtime.

CERTIFICATIONS, TRAINING & AWARDS

- SSRT — Storage System Recovery & Troubleshooting Training · NetApp / Sutherland Global Services · 2025
- Dell EMC NetWorker Advanced Administration — Internal Certification · Wipro / Dell EMC · 2024
- Wipro Excellence Award × 3 — Outstanding performance and dedication · Wipro Limited · 2022–2024
- Dell EMC Formal Commendation × 2 — On-site P1 resolution for LIC India · Dell EMC · 2024
- Cisco Certified Network Associate (CCNA) — Cisco · In Progress · 2026
- VMware vSphere: Install, Configure, Manage — Self-study + Lab Environment
- Linux System Administration (RHEL/CentOS) — 5+ years production experience

EDUCATION

Bachelor of Engineering (B.E.) — Computer Science and Engineering
Anna University, India

CGPA: 7.17 / 10

ADDITIONAL INFORMATION

- Languages: English (Professional), Tamil (Native)
- Location: Doha, Qatar — available for on-site, hybrid and remote roles
- Portfolio & Technical Blog: dhasli.github.io/Portfolio — includes documented case studies from enterprise environments
- Professional Profile: linkedin.com/in/shibu-dhas
- Available immediately for new opportunities in Infrastructure, Storage, or Backup Engineering