

Prasanna Ignatius
MICROSOFT - Backup Administrator

Chennai, Tamil Nadu - Email me on Indeed: [indeed.com/r/Prasanna-Ignatius/1404633e9449f641](https://www.indeed.com/r/Prasanna-Ignatius/1404633e9449f641)

- System's Engineering Professional with 08 Years 09 Months of Experience in Wipro InfoTech (From June 2008 to May 2014) and HCL Technologies (From May 2015 to April 2018) mostly as a Backup Administrator.
- Have Experience in Helpdesk, User Lifecycle Management (ULM) otherwise known as Access Management Team, Desktop Support, Remote Support, Data Center Operations and Backup Management.
- 07 Years 06 Months of Experience in Data Protection Manager (DPM) and 05 Years in EMC Legato Networker.
- Having hands on Experience in Sun Solaris 9 & Microsoft Windows Server 2000, 2003 & 2008 R2.
- Expertise in concepts of end-to-end program planning and implementation from scope management, to activity sequencing, risk analysis to quality management in adherence to quality guidelines and norms.
- Technical Support, Troubleshooting, Debugging & Impact Analysis.
- A technology driven professional with 08+ Years of Experience in the areas of System Implementation and Maintenance.
- An effective Team Player with people management, demonstrating strong analytical, problem solving & co-ordination skills and ability to follow through with projects from inception to completion.
- Highly self-motivated and goal-oriented professional committed to pursuing a long-term career.
- Possess strong communication, collaboration & team building skills with proficiency at grasping new technical concepts quickly & utilize the same in a productive manner.
- Maintained project workbooks and responsible for internal quality audits for the account.
- Experienced Backup Administrator familiar with formulating organizational archive policies.
- Ready to apply learned skills to any corporate decision making process in regard to protecting data.
- Can research problem solve and communicate the best ways to perform and coordinate tasks throughout the organization.

WORK EXPERIENCE

Backup Administrator

HCL -

May 2015 to April 2018

Mostly worked as a Backup Administrator

MICROSOFT - Backup Administrator

HCL TECHNOLOGIES - Hyderabad, Telangana -

May 2015 to November 2017

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data using Symantec Backup Exec. Moved 300+ Assets successfully from one location to another which includes Servers and Storages.

ADITYA BIRLA FINANCIAL SERVICES GROUP - Mumbai, Maharashtra -

February 2014 to March 2014

Location: Mumbai

TATA AIA LIFE INSURANCE COMPANY - Helpdesk - Mumbai, Maharashtra -

September 2008 to December 2013

ULM) otherwise known as Access Management Team, Desktop Support, Remote Support, Data Center Operations and Backup Management

Duration: September 2008 - December 2013

Location: Mumbai

Program Description: Tata AIA Life Insurance Company Limited (Tata AIA Life) is a joint venture company, formed by Tata Sons and AIA Group Limited (AIA) . Tata AIA Life combines Tata's pre-eminent leadership position in India and AIA's presence as the largest, independent listed pan-Asia life insurance group in the world spanning 17 markets in Asia Pacific. Tata Sons holds a

majority stake (74 per cent) in the company and AIA holds 26 per cent through an AIA Group company. Tata AIA Life Insurance Company Limited was licensed to operate in India on February 12, 2001 and started operations on April 1, 2001.

WIPRO INFOTECH - Mumbai, Maharashtra -

August 2008 to September 2008

Location: Mumbai

EDUCATION

MS in Systems Engineering in Systems Engineering

BITS Pilani - Pilani, Rajasthan

2008 to 2012

B.Sc in Computer Science

Bishop Ambrose College, Bharathiar University - Coimbatore, Tamil Nadu

2005 to 2008

HSC

State Board

2004 to 2005

SKILLS

Microsoft DPM, EMC Legato Networker & Symantec Backup Exec

ADDITIONAL INFORMATION

Skill Set

- Wide experience with EMC Legato Networker & Microsoft Data Protection Manager (Backup & Restoration)
- Providing Technical, Functional and Operational Support to users in the implementation and use of Software Applications & Installation, Configuration, Troubleshooting of Backup Libraries and Server's.
- Providing support for the process such as Incident/Problem/Service Request/Change.
- Providing training, troubleshooting, technical advice and direction to other members of the team.
- Managing the Backup infrastructure to ensure all Service Level Agreements are met.
- Managing and creating different types of the policies for the Backup jobs.
- Monitoring daily Backup status, handling tape changes, troubleshooting of tape libraries and drives, restoration of missing files/directories and other Backup related activities.
- Scheduling the Backup's as per the change requirements by overriding the schedule as and when required.
- DR restoration on a monthly basis for mission critical Servers and checking the data integrity.
- Creating and maintaining process and procedures run book for data center processes.
- Maintaining Backup data for a 24x7 office.
- Working with offsite storage vendors for tapes.
- Strong ability to organize and schedule tasks as per realistic actions plans.
- Superior ability to work independently in a demanding environment.
- Report Generation - Daily, weekly and monthly reports on Major Incidents.

Technical Skills

- In-depth knowledge in Configuration, Installation and Troubleshooting of Microsoft Data Protection Manager.
- Have Knowledge in installing DPM and Central Console, upgrading, repairing, and uninstalling.
- Experienced in DPM protection agent, and setting up protection for computers, servers, and workloads.
- Experienced in Troubleshooting DPM errors and issues.
- In-depth troubleshooting of Backup and Restore failures on Windows.
- Performed Data Restorations for Server, File System and/or Databases from the tape & disk libraries upon customer request in a calm and controlled fashion while maintaining consistent communication with the customer.
- Performed an analysis of CPU/Memory/Disk Utilization for Critical Platforms/Server's.
- Performed EOD Activities on SQL & Window's based Platforms.
- Performed SQL & Oracle DB Backup's and Restoration.