

MEHUL ASHARA

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<https://github.com/mehulashara>

Sr. Systems Reliability Engineer / Technical Support Engineer 3

Highly skilled IT infrastructure support professional designated as Senior Systems Reliability Engineer at Nutanix India. My role involves helping Nutanix customers worldwide in troubleshooting and resolving complex technical and performance issues with Nutanix product portfolio, hardware running on-premise and on cloud infrastructure. I also perform root cause analysis of technical issues, manage escalations, raise on-call and feature requests with engineering. Alongside, I'm a POD lead for a team of new hires based out of Pune in which I provide mentorship, technical assistance, training and feedback on areas of improvement.

In my previous role as a Subject Matter Expert for Networker at Dell EMC I specialized in VMware virtual machine backup and recovery. My role involved working with engineering on escalations, assisting on code red cases involving DU/DL, leading and assisting L1 and L2 teams, part of product beta testing, delivering brown bag sessions, TOI on new features and creating technical content. I led and trained a team at Wipro Hyderabad as part of support transition and was directly involved in assessing Wipro team members. I had assisted senior management in providing guidance and highlighting areas of improvement for the team. I was involved in the hiring process and building a new team from the ground up.

I'm passionate about customer service and technology capable of changing human life with potential to solve traditional and modern-day challenges.

Experience:

Nutanix Technologies India Pvt Ltd, Bangalore, India – February 2019 to Present

Designation: Sr. Systems Reliability Engineer

- Resolved complex technical issues for worldwide Nutanix customers by supporting them over call, email and remote session for all minor and major P1 incidents impacting business.
- Handled escalated cases/hot accounts proactively by taking complete ownership on driving the escalation and communication with minimal manager intervention, reporting deviations and work directly with all the stakeholders in diffusing the situation.
- Root cause analysis for hot accounts and various technical issues.
- Providing peer assistance to fellow team members along with mentoring and training new hires
- Creating knowledge base content from findings out of various customer issues and defects found.
- Creating product improvements with engineering team to improve product quality
- Resolve and close a consistent number of cases every quarter consistently
- Filing quality on call tickets to involve engineering on DU / DL scenarios
- Delivering TOI/Chalk-Talk on new products and feature releases
- Leading swarm team and ensuring standup meetings are scheduled and conducted
- Acting as technology pillar SRE with product specialization on Nutanix volumes.
- POD lead for team of new hires based out of Pune

Accomplishments:

- Winner for Star award for Teamwork, RCA contest and Best Tech Help contest winner
- Nutanix NCP, NCAP, NPS and NCS certification
- Developed internal script in Python to reduce time spent on RCA

- Promoted to Sr SRE in August 2020 since joining Nutanix as SRE2 on Feb 2019
- Assisted sales team in closing multimillion-dollar sales deals impacted due to products defects
- Handling critical performance issues and escalations impacting business of end customers.
- Mentoring and leading a team of new hires.
- Service Strategies Certified Support Professional

EMC Software and Services India Private Limited (DELL EMC), Bangalore, India – October 2014 to December 2018

Designation: Technical Support Engineer 2

- Regularly interact with engineering on open defects, customer issues and part of beta testing
- Resolving complex technical issues with backups by supporting them over call, email and remote session for all minor and major P1 incidents impacting their business and Nutanix infrastructure.
- Act as single point of contact for customer on data loss / data unavailability situation when backup data becomes unrecoverable or expired
- Assisted Solutions Recovery team on code red cases legally and financially impacting the origination
- Delivered training TOI and created content for the team on regular basis
- Assisted senior management in providing guidance and highlighting areas of improvement.
- Upskilled and trained team members on multiple Data Protection Suite integration

Accomplishments:

- Hired, trained and mentored team at Wipro Hyderabad as part of chat and vic/web support transition
- Promoted as Subject Matter Expert for NetWorker in two years since joining the organization
- Developed scripts and internal tools for specific requirements internal and external.
- Graduated with MTech in Software Engineering from premier institute alongside working
- Certified Expert, Implementation Engineer and Specialist in various NetWorker versions
- Certified Information Storage Associate
- VMware Certified Professional 6 & 5 - Data Center Virtualization (VCP6-DCV) (VCP5-DCV)
- Certified in ITIL V3 Foundation
- Winner for Dell Champion Award
- Winner for various Bronze and On-Spot awards

Atos India Private Limited, Bangalore, India - July 2013 to May 2014

Designation: Trainee

- Contacted to SAP labs India cloud support team as cloud engineer
- Monitored SAP's Hana Cloud Integration offering hosted on SAP cloud platform
- Assisted SAP customers with issues in legacy SAP PI solutions running on extended support

Accomplishments:

- Participated regularly on weekend rotations and calls
- Managed and recorded day to day incidents auto generated by PI systems integration with service now

Programming Skills:

Python, shell scripting

Data Center Products Experience:

Nutanix:

Software: AOS, AHV, Move, Nutanix Files, Prism Central, Calm, Foundation, NCC, Performance, Nutanix Volumes, Data Protection, CDP

Hardware: Supermicro, Dell XC, Dell PowerEdge, Lenovo HX, Cisco UCS, HPE ProLiant

VMWare:

Software: vSphere suite

Dell EMC:

Software: NetWorker, Avamar, Data Domain

Operation Systems:

Various Linux flavors and Windows Server editions - Installation, configuration, debug and troubleshooting

Volunteer Experience:

Tree plantation for NGO, Say Trees, we really need trees around to tackle the ongoing climate change. I was also part of the Dell EMC CSR program to educate children in government school for a day.

Education:

Degree	Institution	University	Year	Specialization	CGPA/ Percentage
M. Tech	BITS Pilani	BITS Pilani	2015 - 2019	Software Engineering	7.12
BCA	IFIM College	Bangalore University	2010 - 2013	Computer Application	71.00%
XII	The Bhawanipur Gujarati Education Society School	ISC	2008 -2010	Mathematics, Computer Science	74.60%
X	The Bhawanipur Gujarati Education Society School	ICSE	2008	Mathematics, Computer Science	76.20%

Declaration:

I hereby declare that all the above information furnished by me is true to the best of my knowledge.

Mehul Ashara

Place: Bangalore