**CHRISTHURAJA PANCRAS**

Basingstoke

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**PROFILE**

An innovative and dedicated BEng Computer Scientist and recent Masters level graduate of Information Technology. Over 10 years’ experience of providing bespoke project management for clients, with particular expertise in Backup and Recovery Technology. Experienced in Technical Refresh Projects and ITIL methodologies for incident and change management. Highly developed interpersonal and team collaboration skills, with the confidence to use initiative and implement innovative solutions when required. Seeking to further enhance experience and develop skillset in newer environments and the utilisation of skills gained during recent studies.

**CORE COMPETENCIES**

* IT/Operational Support
* Client Liaison and Customer Relationships
* Project Management
* Backup and Recovery Technology
* Technical Refresh Projects
* ITIL methodologies for incident and change management
* Implementation Support
* Process Improvement and Implementation.

**EDUCATION AND VOCATIONAL QUALIFICATIONS**

**MSc Information Technology l Bournemouth University l 2020 – 2022 (Currently awaiting results)**

**Key Modules:** *Data Management, Cloud Computing, Persuasive Technology and Behaviour Change, Human Centred Design, IT Management.*

**Key Skills Developed during studies:**  Cloud computing, Power BI Desktop, Power BI, DAX, SQL Server, Data Modelling, Data Cleaning

* Able to manipulate, cleanse and transform data
* Identify business reporting and analytic needs by collaborating with end users, stakeholders, and technology teams
* Design, develop, and maintain enterprise BI reports, visualizations, and dashboards.

**BEng Computer Science l Anna University, India l 2002 – 2006**

**Final Grade: *1st Class.***

**Certifications**

* IBM Certified Deployment Professional – TSM V6.2
* IBM Certified Administrator Professional – TSM V5.5
* Information Storage Associate Version 2 (EMCISA) Professional.

**EXPERIENCE**

**2017 – Present**

**Overview:** During this period, I have worked as a Warehouse Operative, most recently to support myself whilst I enhanced and updated my Information Technology skills and knowledge, in order to realign my career path.

**2017-2018** - Warehouse operative - Abacus
**2018-2019**- Warehouse Operative - Pertemps
**2019 - Current** - Warehouse Operative – Bidfood (BFS group)

* Utilised interpersonal and communication skills to work as part of a close-knit team and fulfil operational goals.
* Used initiative to problem-solve arising issues and implement strategies to rectify.
* Worked in a flexible manner to meet the needs of the business.
* Managed time effectively to meet production schedules and maintain efficiency.
* Worked with speed, accuracy and meticulous attention to detail
* Use hand-held and other technology to process data and record stock levels, orders etc.

**TSM Consultant l Tata Consultancy Services (UK) l 2014 – 2015**

* Identified and implemented Service Improvement Plans to stabilise the environment.
* Performed complete clean-up of activities on TSM servers, ensuring all relevant data is backed up in line with retention policies.
* Ensured efficient utilisation of resources through revalidation of HPP VTL and the performance of end-to-end optimisation exercises.
* Planned complete SAP refreshes and completed project within agreed timeframe.
* Design, configuration, implementation, maintenance and ongoing troubleshooting of TSM servers and Client application on Windows, Linux and AIX.
* Backup and restore strategy implementation; Defining Database, Recovery Log, Storage Pool volumes as required.
* Configuration and deployment of TSM Manager to analyse and report on complete backup strategy.

**Backup & Recovery TSM l Marks & Spencer, UK**

* TSM instances upgrade from V5.5/6.1/ to V6.2
* TSM deployment and complete configuration of new IBM 3584 Tape Library.
* SAP Migration – Business Transformation Project.
* Performed TSM backups with required retention periods; defined the policy domains and management class; binding client data to required management class to enable data storage; copy data from primary storage pools to offsite copy storage pool.
* Periodic Root Cause Analysis on Backup Failures
* TDP DB Implementation on SQL, Oracle, SAP, DB2
* Performed health and error checks on servers and troubleshooting of issues.

**System Operations Lead Specialist l IBM PVT Ltd (India) l 2009 – 2013**

* Managing day-to-day operation on multiple TSM environments, including troubleshooting and maintenance.
* Support Engineer duties for management, configuration, fault finding and maintenance of Tivoli Storage system.
* Managed TSM server
* Configuration of Tape storage pools
* Configuration and deployment of TSM Manager to analyse and report on complete backup strategy.
* Facilitated upgrade of TSM instances from V5.5/6.1/ to V6.2
* TSM deployment and complete configuration of new IBM 3584 Tape Library in a Test DC.
* Configuration and administration of Clusters in Oracle/SQL with TDP.

**Key Achievements:**

* “Best Outstanding Award” from Amerisource Bergen Corporation
* Consistently maintained 99+% success rate.

**Clients:**

* AmerisourceBergen Corporation (USA)
* Standard Insurance Company (USA)
* Marks & Spencer (UK).

**References:** Available on request.