Bhumi Bachwani

📍 Al Satwa,Dubai

✉ sbhumi2826@gmail.com

in https://www.linkedin.com/in/bhumi-bachwani-86386923b

📞 +971521503199

💳 Visit Visa

PROFILE

Backup support engineer with of 5+ years of experience in cloud application, Tech-savvy ,worked on incident,chnage,task management ,well-versed with backup storage application. Learning new strategy ,implementation of problem and quick learner.

SKILLS

- Technical Support
- Sorting and labeling
- Symantec Backup
- Policy and volume modification
- Project Managment
- Implication and recovery
- Training and Development
- Conf’gration software from remote site
- power off/on within KPI and SLA.

WORK EXPERIENCE

ATOS
Apr 2017 - Dec 2022

- Worked with Atos as Associate Consultant-Gujarat,India.
- Backup administration /Technical support in Netbackup,
- Managed day to day reports on volume utilization ,failure rates, restore issues and related incident.
- Supported and remedied backup-related issues of netbackup,networker,commvault. improved backup sucess rate.
- Troubleshooting on various task and change tickets related to backup and storage utilization..
- Implemented and administered the consollidation of current environment to a virtualized environment .
- Participated in regular 24/7 on-call rotations and coordinated with the offshore team for night-time scheduled activity.
- Monitor entire IT environment,manage incidents,chnage control with service now.
- Manage all client settings in the Configuration Manager in downtime activity.
- Having good knowledge of cloud backup technology and cloud computing ,also have experience in service now and many global ticketing tools to work within SLA.Worked on software installment on client side and support configuration from remote location.

EDUCATION HISTORY

Master in computer application   Jan 2014 -Dec 2016

Charusat university,changa

Bachelor of computer application   Mar 2012 -Dec 2014

VNSGU university,Gujarat