

VINU K. MATHEW

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PROFESSIONAL SUMMARY

Experienced **Principal Systems Development Engineer** with 10+ years in the field of Storage Solutions. I have a proven track record of planning, testing, and delivering high-quality products and fixes for various storage solutions. My expertise includes deploying, administering and troubleshooting enterprise NAS and SAN storage infrastructure.

KEY TECHNICAL SKILLS

Storage Systems Engineering | Linux Administration & BASH Scripting | Data Storage Architectures- SAN & NAS | Troubleshooting & RCA Analysis | TCP/IP Networks | Cloud Computing | ITIL & Project Management | Agile Methodology (Scrum) | Disaster Recovery & Backups

WORK EXPERIENCE

Principal Systems Development Engineer | Dell Technologies | Bangalore

Feb 2016 – Present

- Key member of Dell's In-Market Engineering / Storage Sustaining team, supporting enterprise-grade storage platforms including PowerScale (Isilon), EqualLogic and Compellent.
- Resolved 300+ critical customer escalations annually by reproducing issues in lab environments, performing deep-dive debugging, and partnering with developers to deliver software patches, reducing customer downtime and enhancing satisfaction.
- Designed and maintained lab infrastructure for simulation, validation, and training, improving test efficiency by 30% and enabling rapid reproduction of complex customer issues.
- Authored 40+ technical SOPs, runbooks, and workload analysis guides, improving troubleshooting efficiency for internal teams and reducing time-to-resolution for customer-facing support engineers.
- Performed root cause analysis (RCA) and post-release failure investigations using both factory and field telemetry, driving multiple firmware and software enhancements that increased product reliability across global deployments.
- Actively collaborated with cross-functional teams in engineering, QA, and support to deliver product fixes that directly improved Net Promoter Score (NPS) and C-SAT (85%+ consistently achieved).

Professional Services Engineer | NetApp | Bangalore

Jun 2015 – Feb 2016

- Delivered enterprise-scale storage services for a Fortune 500 pharmaceutical client in the US, ensuring 24/7 availability of mission critical research and business workloads.
- Provisioned and administered both block (FC, iSCSI) and file (NFS, SMB) storage environments, supporting thousands of end users across global business units.
- Led migration of petabyte-scale workloads from EMC to NetApp systems, improving performance and lowering storage TCO through optimized resource utilization.
- Troubleshoot complex performance bottlenecks in SAN, TCP/IP networking, reducing average incident resolution time by 20%.
- Strengthened enterprise infrastructure security by managing multi-domain DNS and Windows Active Directory environments with zero major outages.
- Conducted cross-training sessions for 20+ engineers on EMC NAS Storage, improving team skill readiness for cross vendor support.

Storage Operations Specialist | EMC Corporation | Bangalore

Nov 2012 – May 2015

- Provided L2/L3 operational support to enterprise clients in the US and UK, overseeing 12 Isilon clusters and 50 VNX Unified Storage arrays totaling 22PB of mission-critical data.
- Managed disaster recovery replication and data migrations, ensuring zero data loss and meeting strict RPO/RTO requirements for financial and healthcare customers.
- Performed performance tuning and root-cause troubleshooting of hardware, software, and network issues, reducing downtime incidents by 15% year-over-year.
- Executed scheduled outages, firmware upgrades, and DR drills in alignment with ITIL standards, achieving 100% compliance with enterprise SLAs.
- Partnered with engineering teams to validate configurations from pre-production to production, ensuring seamless handoffs and successful go-lives.

EDUCATION & CERTIFICATIONS

Master's Degree M.S in Software Systems BITS Pilani	2018
Bachelor's Degree B.S in Computer Science St.Joseph's College	2009
CSPO (Certified Scrum Product Owner)	2023
COMPTIA Cloud+	2024
Cisco Certified Network Associate (CCNA)	2024
AWS Cloud Practitioner	2025