

Sosel Somaskanthan

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AWS & Kubernetes Solutions Engineer Candidate

IT professional with 15+ years of experience and a wealth of public cloud solution knowledge.
Exceptional work ethic and ready to deliver immediate results in challenging AWS & Kubernetes role.

Areas of Expertise

- **AWS Cloud & K8S Certifications:** gained and applied extensive knowledge of public cloud solutions and services to complete several certifications and exams.
 - **Communication & Collaboration:** Effectively work with cross-functional teams through seamless implementations as well as communicate with customers and stakeholders, building strong relationships.
 - **Technical Skills:** Technically proficient in Public and Private Cloud, AWS Cloud Computing, Kubernetes (K8S), IaC with Terraform, Private Cloud converged solutions, SAP HANA, SuSE & Redhat Linux, Openstack, HPUX, Solaris, IBM AIX, Hitachi Advanced Servers and Storage Subsystems, VMware, SAN, Dell EMC Disaster Recovery and Business Continuity
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Certifications

Amazon Web Services: AWS Certified Solutions Architect – Professional; AWS Certified Security – Specialty; AWS Certified SAP on AWS – Specialty; AWS Certified Solutions Architect – Associate; AWS Certified SysOps Administrator – Associate; AWS Certified Cloud Practitioner

The Linux Foundation: Certified Kubernetes Administrator (CKA)

The Open Group: TOGAF Certified Enterprise Architecture Foundation (10th Edition)

HashiCorp: Certified Terraform Associate (003)

VMware: VMware Certified Professional (VCP) - Data Center Virtualization; VMware Certified Specialist – vSAN

Linux: SuSE Certified Linux Administrator

Other: Commvault Solutions Architect; SAP HANA Technology Associate; EMC Proven Professional - Storage and SAN Specialist; Hitachi Certified Storage Professional; ITIL V3 Certification - Foundation

Professional Experience

Hitachi Vantara – Buckinghamshire, UK

Senior Technical Support Consultant, 2013 to Present

Deliver unwavering technical support across Compute, Network, Storage, and private cloud solutions issues mainly on Hitachi Advanced Servers, Unified Compute Platforms (UCP CI & HC) solutions, UCP Advisor (K8S platform), including SAP HANA, Oracle, and VMware. Collaborate seamlessly with partners such as Quanta, HPE, BULL, VMware, Cisco, SAP, RedHat and SuSE to provide swift and accurate support

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to customers. Perform advanced and specialized software and hardware log analysis on a variety of platforms.

Key Contributions:

- Serving as a trusted advisor and expert on a range of technical issues, regularly assisting customers and employees on escalations involving installations, configurations, implementations, deployments, firmware updates, and maintenance issues.
- Demonstrate exceptional investigation and problem resolution skills, tactfully providing fault diagnosis, root cause identification, Plans of Action (POA), and Diagnostic Analysis Reports (DAR).
- Showcase a dedication to preventative solutions by recreating customer issues in lab and testing bug fixes before releases.

Hitachi Data Systems – Buckinghamshire, UK

Hitachi Software Support Consultant, 2011 to 2013

Blend problem solving, collaboration, technical acumen, and customer service to provide engineering support for a range of storage products. Interfaced regularly with field team to drive successful customer implementations. Led set up of laboratory for product testing and re-creation of customer issues. Analysed logs of hardware and software products to effectively pinpoint customer issues. Performed a range of tasks related to storage system management, administration and performance monitoring.

Key Contributions:

- Lent expertise to pre-sales team to resolve technical functionality issues on products.
- Championed customer satisfaction by handling escalations with the highest level of customer service, meeting and exceeding expectations on a regular basis.
- Boosted team performance by providing first and second-level support training.
- Achieved successful product releases by collaborating with developers to improve storage management software for customers.

T-Systems UK Ltd – Hertfordshire, UK

Senior Storage Analyst, 2006 to 2011

Steered all storage operations and projects, holding full accountability for SAN and NAS storage functions as well as high and low-level design activities. Stewarded all key processes for EMC and HDS storage layouts, connectivity planning, and storage allocation. Created and delivered technical reports, leading to improvement of storage management.

Key Contributions:

- Led seamless migration of all T-Mobile customer data from two DMX3000 arrays to a single, robust DMX4, meeting strict deadlines with no compromise on quality.
- Generated 1M GBP in savings by overseeing entire migration project lifecycle, moving hosts from six legacy EMC storage arrays to three HDS arrays.

*Prior roles as **Principal Unix Analyst** at T-Systems UK Ltd and **Technical Specialist** at BUPA.*

Education

University of Surrey | **BEng (Hons), Information Systems Engineering**
Jaffna Hindu College | **GCE Advanced Level: Advanced Mathematics (A), Physics (A) & Chemistry (B)**