##### PROFESSIONAL SUMMARY:

Over 30 years of experience in the information technology services arena with special emphasis on software/hardware installation, configuration, troubleshooting, storage, backup recovery and RACF security. Multiple Technical Team Lead roles with over twenty analysts in India and the US performing break/fix, maintenance, monitoring, and reporting on multiple platforms of LAN, WAN, SAN, and Backup Infrastructures in global environments.

##### TECHNICAL SKILLS:

* ***Hardware:*** IBM, Dell, Compaq PC’s and compatibles, Compaq, Dell, Toshiba and IBM Laptops, Dell Servers, Workstations, Terminals; Quantum I6000, IBM, EMC Celerra and Clariion EDL/VTL and Dell Media Storage Libraries, Veritas Netbackup Appliance 52XX, EMC Data Domain, Cisco, Brocade Switches, IBM ESS and DS Storage Devices.
* ***Operating Systems and Servers:*** Cohesity, Dos 6x, Windows XP – Windows 2012 Server, Linux, Unix, AIX, Exchange Server. Microsoft Sharepoint, TSO, CICS, IBM Mainframes, LAN/WAN/SAN, Tivoli, Dell Open Manage, HP Open View, Netview, EFCM, Netbackup 4.5 – 8.x, Opscenter 7.x – 8.x, CommVault, Avamar, Maestro Job Scheduler.
* ***Applications:*** MS Office 95-current, MS Exchange, Putty, Pivotal CRM Admin, MS SMS, Lotus Notes, Lotus Symphony, Carbon Copy, Pc Anywhere, IE, Firefox, Rumba, Attachmate, Ghost, PQDI, Reflections, HEAT, Service Center (Peregrine), Remedy, Filemaker Pro, MS FrontPage, PC Docs, Lawpack.

##### TECHNICAL EDUCATION:

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| --- |
| * **5/2017 – Veritas Netbackup 8.x Differences (Enhancements)** * **7/2016– Symantec Netbackup 7.7.2 Differences (Enhancements)** * **7/2015 – Symantec Netbackup 7.7 Differences (Enhancements)** * **5/2015 -** **NetBackup 7.6.0.4 TOI - FT Media Server Improvements** * **5/2015 - Symantec Netbackup 7.6.1.0 Differences (Enhancements)** * **9/2014 - Symantec Netbackup 7.6.0.1 Differences (Enhancements)** * **11/2012 – Symantec Netbackup Appliance 5220 Installation, Configuration, Maintenance, and Troubleshooting.** * **11/2012 – Symantec Netbackup 7.5 Differences (Enhancements)** * **6/2012 – EMC Data Domain Implementation and Configuration** * **5/2012 – Symantec Netbackup 7.5 Unix Administration** * **2/2011 - EMC Celerra Enterprise Disk Library Installation and Configuration** * **1/2011 - EMC Data Domain Installation and Configuration** * **10/2010 - Netbackup 7.0 Unix Administration** * **6/2006 - SAN Design and Implementation, McData** * **8/2001 - The Learning Center, MCSE 2000** * **2/ 1996 - Computer Learning Center, Operations Major**   ***AWARDS***   * **1/2014 – High Achievement Award for Performance - Capgemini** * **1/2013 - Highest IBM Yearly Rating in Performance Awarded (3rd Consecutive)** * **6/2012 - IBM Means Award for Excellence in Service** * **6/2012 – Honeywell TEAM HITS Performance Excellence Award (Awarded by customer. 2nd consecutive)** * **3/2012 – Highest IBM Yearly Rating in Performance Awarded (2nd Consecutive)** * **11/2011 – Honeywell TEAM HITS Performance Excellence Award (Awarded by customer)** * **9/2011 – IBM "Best of IBM" Excellence and Achievement Award** * **3/2011 – Highest IBM Yearly Rating in Performance Awarded** |

##### EXPERIENCE:

**5/2013 – 3/2021**

**Capgemini**

**Remote**

**Honeywell Global Netbackup Technical Team Lead**

Technical Team lead of Honeywell Netbackup Infrastructure with responsibility of 26 individual analysts residing through out the US and also in India. Teams provide multiple levels of Netbackup and data center support to Honeywell at various levels including intermediate to advanced level project work. Position requires me to carry on the leadership of this group such as SLA/SLO attainment as well as to be directly and technically involved if not solely responsible for transitions, the support and training of staff in advanced Primary Cohesity Engineer working on deployment of new jobs, initial cluster setup, setup of front end, reporting, alerting, AD integration, and handled all vendor interface. Netbackup 7.0 to 7.6 issues and projects, OpsCenter administration and report design, configuration, and migrations, EMC Data Domain and Clarion/Celera Disk Libraries, multiple types of tape libraries, VMWare backup configuration as well as other advanced configurations of Netbackup and related infrastructures. Solely responsible for all documentation creation, review, and publishing of both Capgmini backup and Honeywell auditable procedures assuring continued compliance.

**3/2009 to 4/2013**

**IBM**

**Boulder, CO**

**Delivery Service Team Lead Netbackup BUR**

Technical Team lead of Honeywell, ATT, Xcel Energy, and Spirit Aero accounts with responsibility of 21 individual analysts residing in Boulder, CO and India. Teams provided multiple levels of Netbackup and data center support to all accounts at various levels. My position required me to carry on the high level responsibility of this group, as well as to be directly technically involved if not solely responsible for transitions, the support of advanced Netbackup 7.0 to 7.5 issues and projects, OpsCenter administration, configuration, and migrations, EMC Data Domain and Clarion/Celerra Disk Libraries, as well as other advanced configurations of Netbackup and SAN. Responsible for SLA/SLO attainment for team on all accounts which remained intact for length of assignment.

**10/2007 to 3/2009**

**Incentra Solutions, Inc.**

**Broomfield, CO**

**NOC Shift Supervisor**

Acted as a shift supervisor of a Network Operations Team. Remotely monitored, managed, configured and troubleshot Disk Storage devices and Tape Backup libraries at public and private data centers throughout the US, Europe and Asia. As a NOC Shift Supervisor I worked directly with partners and clients monitoring and managing Netbackup 6.5, CommVault, and Avamar enabled backup infrastructures on Windows 2000/2003, Solaris, and Linux Clients . As a NOC System Engineer I was also responsible for the setup and configuration of hardware devices from Quantum, ADIC, EMC, HP, Hitachi, Brocade, SUN, Dell, Spectra Logic, Storage Technology, Cisco, and NetScreen.

**10/2005 to 07/2007 CDI**

**IBM Boulder Colorado**

**Storage Specialist Team Lead**

Team Lead of Level 2 SAN Operations in a high volume storage operations center environment. Responsible for the supervision of six SAN Specialists concerning monitoring, maintenance, change control, problem ticket control follow up, incoming phone and email monitoring, and 2nd level troubleshooting, in a minimum 2 petabyte global storage environment. Use of Netview and Tivoli Enterprise Control for monitoring. Ticketing system created by IBM, utilized for problem and change control, is web based system utilizing Java, SQL, and XML. Storage maintenance performed on McData, Brocade, and Spherion switch products utilizing EFCM V 8.0. Maintenance on Quantum, IBM, and Dell Storage Libraries, IBM SHARK, TSM, TSE, and DS8000's utilizing IBM proprietary storage applications. Other products used include Notes for Email, sub ticketing change and problem management, and management of SAN operations, Office XP, Windows XP, AIX, and VmWare as utilized operating systems.

(Employment beyond 15 years available upon request)