# Gidon (Gidi) Marcus

London based IT Specialist - Storage, Enterprise Win environment, PowerShell and other automation

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## Summary

I’m based in north-west London and until the end of May (followed by a summer break) I have worked for four years at a large global trading company as the storage systems and Microsoft engineer as part of a 10 member’s infrastructure engineering team in an ITIL based IT organization. The team was maintaining an enterprise grade highly available, heavily automated (PowerShell) and well standardized on-prem infrastructure on leading products from vendors such: Dell, Microsoft, Red Hat, VMware, Oracle, Citrix and more. Most of the infrastructure we were running have been hosted on a few fit-for-purpose enterprise storage systems such: NetApp Cluster-Mode 9.5, NetApp 7-mode, Pure Storage FlashArray, Dell Compellent, Dell PowerVault, IBM SVC, IBM Storwize and more - with a total of 5.5 PB raw HDD/SSD/NVMe storage capacity, providing iSCSI, FCP, Direct Attached SAS, NFSv3 and CIFS access to Clients, 3k~ Servers, 200~ Hyper-V, 70~ ESXi and 30~ OVM Hypervisors (GB/DE based datacentres and in offices around the world).

My previous position was as a Lead Senior Engineer (SSE2) at the NetApp EMEA (outsourced) support center in Newcastle-UK. I was working in a group of four Lead Senior Support Engineers that supported and monitored a team of 50 Technical Support Engineers (TSE's). Supporting SAN, NAS, hardware & Software solutions cases for all NetApp products and infrastructure related (OS, Virtualization, Networking, FC, Server Applications, Clusters, and more).

Before moving to the UK, I used to work as a System Administrator and IT consultant for large enterprises in Israel. These positions included the leading of large projects with aspects such: Virtualization, Networking, Security, Monitoring, Performance, User experience and whole architecture overview. These projects involved many major software and hardware solutions with products and partners from companies such as Microsoft, VMware, Cisco, CA, Citrix, IBM, Check Point, Avaya, HP, McAfee, Trend Micro and many more.

Volunteer Experience in the IT community

**NetApp - Forum moderator (current)**   
<http://community.netapp.com>  
 **A GitHub repository of PowerShell scripts I was writing in my free time (current)**  
<https://github.com/MGidi> - community and personal projects  
 **Tapuz IT specialist’s forum moderator (not much active since 2018)**  
<http://forums.tapuz.co.il/IT> , <https://www.linkedin.com/groups?gid=6527167>   
 **Microsoft hosted Blog (not active since 2015)**  
<http://blogs.microsoft.co.il/gidonm/>

## Experience

**Storage and Microsoft Systems Engineer - infrastructure engineering At Gazprom Marketing & Trading**

July 2015 - May 2019

We maintained a high standard of resiliency and best-practices driven design at the team, with keeping an up-to-date while rapidly keep-growing and evolving environment. To keep systems that in my remit up to a standard in a scalable way, I’ve written and maintained some PowerShell scripts that were published as modules to the different teams and were used on automation, monitoring and self-service tools such ActiveBatch, NetApp WFA, SQL jobs, And Microsoft System Center (Orchestrator, SCCM, SCOM, SCSM, and VMM).  
  
Due to my specialisation in a core infrastructure as the storage, I took part in various infrastructure vendor engagements and many of our large in-house infrastructure projects: companies merge/split, office moves, user migrations, AD/DNS restructure, DR establishment, refreshing network and compute kit (including P2V) and the deployment and upgrades of the team core services: Server OS, Office365-EOP-integrated with On-Prem MS Exchange, SQL, XenApp, AD, ADFS, PKI, VSphere, CommVault, MS clusters, Hyper-V, MS System Center, Oracle VM, Varonis etc.  
  
I’ve conducted many scale-up/down as well hardware and software upgrades of the storage estate, I’ve tested and deployed a few NVMe/all-flash/hybrid SAN arrays and lead with other teams the migration of the workload to the new arrays, I’ve also conducted an in-house re-deploy of four NetApp 7-mode SAN HA’s as ONTAP 9 (Cdot) NAS clusters, and have consolidated a few dozen TB from outdated Windows file servers and clusters to that new NetApp ONTAP 9 platform - where steps such the failovers, failbacks, data and objects (shares, shares ACL, quota and auditing settings) copies been fully automated to minimise the downtime and avoid data loss during the complicated yet short project approved downtime.

Projects as such required to be professionally documented, communicated, and presented for approval in forums such: CAB, ARB, project boards, budget and resourcing, and to the various group subsidiaries stakeholders.

**Lead Senior Support Engineer at NetApp (via an outsourcing company)**

March 2014 - June 2015 at the Lead role

I have worked with a multilingual team of 50 Storage Support Engineers (Supports in French, English, Spanish, Italian, German and Hebrew). My own team was formed by 14 engineers that I monitored on a daily basis and assist with resolving their cases in a timely, professional manner to meet our SLA's and reach the highest customer satisfaction. That included giving proactive sweeps, feedbacks and action plans for the cases within the team, addressing escalations from account managers; individually approve any hardware RMA and action plan.

During the day, I was working and consulting the support teams with a wide area of expertise that I have specialized in. Together we were running advanced troubleshooting of almost all NetApp products (Hardware & Software) including attached infrastructures such as Networking, SAN Fabric, Windows and Linux servers, Virtualization platforms, Backup solutions and protocols, Name and Authentication Services, And allot more types of attached infrastructures and storage clients.

In this position I was also running the job interviews with our candidates (Frontal & phone), and required to deliver trainings from time to time to our new-hires and for the current Technical Support Engineers. Those training covered a large number of subjects from the process of framing cases to the intricacies of the NetApp and IT technologies in use today.

Some of the training materials and support KB's was written & edited by the senior support staff based on the experience we had during the work on the cases and kept maintained to assure they stays relevant for the current available products, procedures and known common issues & concerns.

**NetApp Enterprise Storage Systems Support Engineer at NetApp (via an outsourcing company)**

December 2012 - March 2014 At the TSE role

Provide technical support to storage admins and IT consulting companies in the EMEA market (Mainly the

Israeli) with most of NetApp storage products and many other infrastructure systems involve such: Windows Servers, Linux, VMware, Hyper-V, VDI systems, Exchange, SQL, MySQL, Oracle DB's, Backup software, hardware, Networking, Directory and name services (A/d, NIS, DNS) and more.

In the NetApp environment I have specialized in the management and troubleshooting of the following products, protocols and architectures: The NetApp FAS/V-series Hardware, Data ONTAP 7-mode and Cluster-Mode (Cdot), The MetroCluster Solution, Vfilers(MultiStore), FCP, ISCSI, FCOE, NFS, CIFS/

SMB, SnapMirror/SnapVault, FTP HTTP/S, The ONTAP Networking stack including in depth analysis for

Ethernet/Routing/TCP protocols and of Brocade based fabrics. NetApp management software such: On-Command family, SnapDrive and

SnapManagers suites, Virtual Storage Console (VSC), OSSV. Integration with other infrastructure such NIS, Active Directory, Vscans, Fpolicy, Monitoring systems, Backups software and devices (Using NDMP). As well running performance analysis of Filers, Servers and Hypervisors.

**Windows Client consultant for a major financial company via Hewlett Packard Enterprise** July2012 – December 2012

Contract Project covering (contract terminated at end of the year with lack of clarity for next year budget):

* Windows Deployment Planning and automation (SCMM and WDS)

\* Windows 2000 and XP to Windows 7 Migration plan, test, document and early stages of delivery

* Windows Client Performance and troubleshooting.
* Windows Client Security.
* Windows Client Group Policy and Scripts build and re-write (PowerShell, VBScript, and Batch).
* Wide POC for Client Virtualization (Citrix XenClient).

**Windows Client Specialist - National Police. at Bezeq International \ Malam-Team** September2010 - July 2012

System administrator - Microsoft and VMware environment. A large infrastructure including multiple different networks. 17,000 clients and 1700 physical & virtual servers. I was responsible for the End-Customer computers and servers (Local site servers). Running Microsoft Windows 7 and server 2008R2 some of them on ESXi Platform. Using CA Products for deployment, Backup and Monitoring, Security & PKI solutions from Checkpoint, SafeNet (Aladdin), McAfee, Symantec, TrendMicro, Safend, Athena and more... Managing the GPO and using PowerShell, VBScript and Kix as scripting platforms. Also writing technical documentations, Procedures, Tenders AND running Project End-To-End Implementations, Test labs and P.O.C.

**Lead System Administrator at IDF**

July 2007 - July 2010

Compulsory service as a system administrator and a team leader of the Sys - Desk department that included 13 soldiers at a large Israel air force base;

Maintain two major domain networks, and many Separate networks - Dozens of servers and switches,

Thousands of end-point equipment (computers, printers, scanners, modems, video encoders and more) I was responsible for writing technical procedure documentation and the team training regarding the following subjects: Windows clients and Servers, OneClick, TSM, SCCM, Exchange, IIS, Apache, Batch and VBScript automation and login scripts, Advanced troubleshooting and performance tuning, internal systems and software support.

I established a lab for product experimentation and studies for my team. The lab included servers, firewalls and communication equipment. We have tested and studied VoIP technologies, Virtualization, advanced communication topologies and network security methods.

## Education

**The Open University**

Studying for B.A, Social Science, 2012 – Present