**Eddie Green**

**10205 Sorrills Creek Lane**

**Raleigh, NC 27614**

[**Green27614@gmail.com**](mailto:Green27614@gmail.com)

**919-323-0397**

**OVERVIEW**

I am a professional Sr. Enterprise Infrastructure Engineer with CI and HCI systems expertise. I have 20+ years of IT experience across numerous organizations in the areas of architecture design, implementation, documentation, and L3 and 4 support. I am certified on CI and HCI systems including VCE and Nutanix. I am a self-starting and reliable engineer that goes the extra mile with abilities to envision future data center design and an uncanny ability to grasp new technologies with ease. I resolve problems quickly through superior problem solving skills and collaboration with vendors or other subject matter experts.

# **PROFESSIONAL KNOWLEDGE, SKILLS, AND ABILITIES:**

I currently possess the knowledge, skills, and abilities required to install, configure, maintain and utilize the following servers, systems, software, and equipment:

* VMware vSphere 5.1- 6.0, vCenter, ESXi, vRealize Operations Manager, vRealize Automation(formerly VCACs), PowerCLI, Vmware architecture and design, Vmware application performance tuning, Vmware migration, Nutanix AHV, ACI, Vmware networking (DVS, NSX), VSAN,
* Microsoft Windows Server, Hyper-V, Microsoft Cluster Services, Active Directory, Group Policies, Remote Desktop Services, IIS, DNS, DHCP, PowerShell, VB, and WMI scripting
* Dell EMC Xtreme IO, VNX/Unity, VNXe, CLARiiON, Celerra
* Cisco UCS B and C series servers, UCS Central, UCS Director, CIMC, MDS, Nexus
* Dell EMC VCE vxBlock, Nutanix, HPE converged systems, Nutanix Prism, VCE Vision
* Dell, IBM, and HPE Blade chassis and servers
* Disaster Recovery
* Zerto
* BMC Blade Logic and Cloud Life Cycle Management (CLM)
* McAffee
* Symantec EndPoint
* ITIL practices

# **PROFESSIONAL EXPERIENCE**

***MetLife 10/13-Present***

***Sr. Enterprise Infrastructure Engineer/ Converged Systems Team Lead***

I spearheaded and led the strategic initiative to modernize Metlife’s datacenter infrastructure systems, leverage cloud services and agility, and re-architect legacy IT systems. This included the design, implementation and project coordination to move to hybrid cloud converged infrastructure model.

* Perform analysis, planning, and remediation or replacement of outdated systems
* Design and implement standards for capacity planning and metric tracking to allow efficient monitoring and reporting of system performance and capacity
* implementation of 5 VxBlock 540 systems
* Implemented VxBlock development lab environment with UCSPE as development platform for use with UCS Central and Director
* Design, POC planning for HCI implementation (Nutanix)
* Prepare Business Case, Bill of Materials, and quotes for proposed projects, then coordinate with strategic vendor procurement and services following approval
* Frequently interfaced with stakeholders for the purpose of collaboration for troubleshooting, application performance tuning, new projects, etc.
* Redesign of SQL virtual machine backups to modernize, reduce licensing, eliminate other tools, and facilitate storage recovery of 100+ TB of flash storage ($5mm save)
* Implemented SQL cluster remediation and HBA replacement programs to reduce outages and data corruptions (95% reduction)
* Worked on program to implement first MetLife private cloud with ServiceNow workflows and scripting for automation of the self-service portal
* Worked on initiative to integrate with Azure Cloud services to create hybrid cloud design and implementation
* AppDynamics design and implementation plan setting the standards for standalone UCS domains
* Test, infrastructure design, POC, and implementation of Zerto disaster recovery
* Provided detailed documentation of systems for operational models and project execution
* Collaborated with Network Engineering for Cisco ACI implementation
* Provided L3 support in areas of expertise
* Major Projects: Windows 2003 EOL, AIX migration to RedHat from P-series systems to vBlock, Cisco Connect Call Center, Lenel Physical Security system, Vsphere migration from 5.x to 6.x, VDI VMware/Citrix(Xen) redesign and implementation, Vmware Hardware refresh and migration to vBlock(reduced server counts from 400 ESXi hosts to 174)

***IBM/American Express 4/12-10/13***

***Wintel Transformation Engineer***

* Design, Plan, Implement American Express data center transformation and migration from Phoenix AZ to Greensboro NC datacenter
* Datacenter virtualization, P2V, V2V using Platespin or other tooling
* Plan Storage capacity and set standards for storage design
* Migrate from Vsphere 4.x to 5.x

***Credit-Suisse 12/11-4/12***

***CHP Windows Engineering, AVP***

* Server OS builds as well as infrastructure components, including Active Directory, for deployment and upgrade to over 40K Windows Servers world-wide
* Creation of Blade Logic packages to apply to new and ongoing Windows builds
* Investigate and provide recommended solutions for deficiencies in Windows vintages or automated workflows.
* Creation of automation tools using native and proprietary scripting technologies e.g. Powershell, Vbscript, etc.
* Responsible for team Remedy administration functions and data gathering to determine team functional metrics.
* L3 Windows Engineering Support
* Projects:
* NTP Time Server synchronization - Domain TimeII
  + Creation of Powershell script to automate collection of network redundancy checking across global servers in both current and legacy domains on multiple platforms
  + Leveraging knowledge of storage and MS Clustering to resolve complex issues for MS Clustering in combination with storage and other third party software (Symantec Storage Foundation)
  + Researched and Developed whitepaper to present to management for $2.5mm cost savings in redundant license costs
  + Development work for specialized CSW build for DMZ deployment for deployment of MS Lync Federation Services
  + Planning and preparation for the creation of new builds of Windows Server 2012 for the 2013 year.
  + Automated solutions development to implement international banking standards audit points for Windows builds

***IBM 3/10 - 12/11***

***WINTEL Transition and Transformation Focal/Team Lead***

* Managed for 5-18 person team for RTP site. Directed persons in multiple domestic and international geographical locations to perform tasks requiring physical data center access.
* Data Center Transformation/Migration to IBM Managed Services data centers
* Responsible for driving team account operations to increase productivity from team members by ensuring efficient methods are used to accomplish tasks.
* Focal for UK and US Data Center operations.
* Planning for data center relocation and migration, Lift and Shift operations or migration
* Operating system installation, configuration, and server hardening.
* Active Directory administration and troubleshooting.
* Project focal for MS SQL Clustering, Windows Clustering, and troubleshooting.
* Server migrations from remote geo sites into IBM Data Centers.
* VMware VSphere
* Multi Geo VMware implementation, administration, troubleshooting, update manager and patch application.
* SAN –EMC, NAS, DASD-HP, storage focal for RTP and other US sites interfacing with EMC Managed services.
* Responsible for reporting complex multi-tiered issues to Senior Project Managers, determining best course of resolution, and implementation of solutions.
* Development of system for rapid server deployment and migration in remote client branch sites.
* Development of comprehensive documentation for systems.
* Assigned to work on critical time sensitive projects for financial sector clients resolving project timeline deficiencies
* Projects:
  + Chubb Insurance: Data center virtualization, implementation, performance and migration
  + Ally Bank: Responsible for implementation and infrastructure Virtualization
  + Hilton WorldWide: Responsible for data center migration and transformation

***North Carolina Employment Security Commission 12/09-1/10***

***Senior Windows System Administrator, Consultant***

* Support of Servers utilizing Windows Server 2000, 2003, and 2008 and Linux
* Support for EMC SAN
* Creation and planning for implementation of policies to be put in place to ensure IRS compliance
* Support of HP Server Hardware including C and P class Blades, ML, BL, DL servers
* Support of custom created web enabled applications and web servers running IIS 6.0
* SCOM and systems monitoring
* Implementation of application for scanning servers for server security hardening guidelines per IRS requirements as designated by NIST for servers that engage in the transmission of confidential tax and PID data
* Analyzation of data and identification of issues as they relate to custom programmed interfaces and relating issues to developers for resolution of complex issues. Creation of resolution plans for submission to management for approval and implementation
* Analyzation of malicious code to determine possible source of attempted security breaches from the internet.
* Creation of infrastructure documentation

***Consumer Education Services 6/09 - 12/09***

***Network and Systems Engineer, Consultant***

* Established new company IT policies and Standard Operating Procedures
* Developed and maintained close vendor relationships for the purpose of service enhancement and procurement of required equipment for projects
* Network and systems documentation
* Prepare Business Case, Bill of Materials, and quotes for proposed projects, then coordinate with strategic vendor procurement and services following approval.
* Network administration, VOIP multi-site networks, site to site WAN networking, ASA 5000 series firewall, VPN, and troubleshooting
* Implemented network and system monitoring tools Solarwinds
* Deployment and administration of Dell Open Management platform for lifecycle mgmt
* Windows 2008 Active Directory administration.
* Terminal Services implementation within a Windows 2008 infrastructure for the purpose of deploying client side desktops to agents in client services department
* Telephony client and system administration, IC3 Interactive Intelligence systems.
* Designed, implemented, and administered disaster recovery system using Netapp Filer (D2D) and Symantec Backup software (D2T)
* SAN administration (Netapp and Dell Equalogic)
* Altiris Systems Management Suite. Design, planning, implementation of system for automated installation of desktop, server, and application deployment and patch management to operating systems.
* Administration of Symantec Endpoint Management
* Planning and design of future virtual Infrastructure using VMware Vsphere4
* Administration of electronic document imaging system
* Sharepoint 2005 administration
* SQL Server 2008 installation and configuration
* Administration of CreditSoft system used for client database repository and generation.
* Powershell and vbscripting for automation
* Exchange 2007 troubleshooting and administration.
* Administration of Barracuda networks Anti-Spam appliance
* Testing and deployment of applications used to enhance company change processes and incidents

***North Carolina Information Technology Services 5/08-6/09***

***Computer Systems Analyst, Consultant***

* Server Systems refresh project
* Responsible for technical document writing of procedural documents and manual(s) that served as guides for the virtualization process and the utilization of the Server OS deployment process using RDP within the NC ITS organization
* Support for cutting edge HP and IBM blade technology- C7000 Blade Chassis- C and P class blade servers and standalone servers running Windows Server 2000, 2003, and 2008 in an active directory/NDS domain.
* Development of applications using various scripting languages and techniques
* Designed, developed, and implemented automated Rapid Infrastructure Server Build system, first of its kind to be utilized for all of NC State government agencies
* Installation and configuration of RDP server (latest version used 3.83) for implementation of physical and virtual server deployment using hardware independent OS installation
* Used Altiris SVS to develop package installations of core applications required by ITS security standards to deploy within refreshed server builds. Such applications would be CA Unicenter client for system monitoring, Trend antivirus, Patrol Agent, Netbackup client, etc.
* Developing applications for other teams to utilize during the course of migration projects, troubleshooting, and automated services restoration
* Worked with Netbackup team to develop scripted solutions to deploy using Group Policy to resolve connectivity and networking issues for current Netbackup system
* Assisted other team members with expert knowledge possessed in other areas such as DR troubleshooting, AD issues, Domain migrations, Data Migrations from Novell Servers to Windows Servers using NDS Migration tools
* Planned, developed, and implemented scripted solution for Commissioner of Banks to apply IRS security guidelines to Virtual servers utilized for tax reporting purposes
* Utilizing experience and skills sets in VMware and storage to implement virtualization and consolidation of multi-agency servers

***Computer Service Partners 2/08- 5/08***

***Systems Engineer, Consultant***

* Planning and coordination of customer VMware deployments, Cisco equipment installation and configuration
* Server OS upgrades to Server 2003, Exchange, SQL
* Integration and implementation of Veritas Products with Vmware VCB
* Capacity planning, disaster recovery planning and implementation using Net Backup, Backup Exec with Dell and IBM Tape Libraries
* Assessment of various aspects of ESX integration into current environments
* Customer Health Assessments
* Client SQL systems troubleshooting and reconfiguration to improve performance

***IBM 7/07- 2/08***

***TSE for System X series Servers, Consultant***

* Technical support to Business Partner customers of IBM. Provided technical information for complex problems in Enterprise server environments within infrastructures implementing various UNIX, Linux, and Windows Platforms on System X and IBM Blade Server hardware

***NetApp 6/06 -5/07***

***Technical Support Engineer***

* Provided technical support to NetApp Customer on a wide variety of subjects including storage, configuration, operating system, networking. Major contributor to NetApp kb systems for documentation of firmware bugs, workaround, etc.

***NIEHS 12/01 - 4/06***

***CSP 4, Consultant***

* Desktop and server technical support lead assigned to the institute Scientific Directors office

***Bell South 6/97 - 12/01***

***Field Engineer***

* ADSL Installation and Telecom

***4FRONT SYSTEMS, INC. 1/95 - 6/97***

***Systems Engineer***

* Responsible for LAN security and administration. Developed backup and disaster recovery plans.
* Deployment and onsite configuration of Cisco LAN WAN equipment
* Server/desktop/laptop troubleshooting, repair and maintenance.
* Customer security auditing
* Network, planning, migration, and implementation on customer sites.
* Database administration.
* Software testing
* Customer tech support

***NETCOM, INC. 4/93 - 1/95***

***Sales and Service Engineer***

* Contracted by financial institutions for the sales, service, and installation of bank card services, equipment, and equipment installations for retail customers

***DATA TECHNOLOGY GROUP 1/90 - 3/93***

***Network Integration Specialist***

* Custom integration of network system components (i.e., servers and client machines, on- site installation and configuration of necessary software products)

# ***United States Marine Corps 84-86***

# ***MOS: Communications Center Operations***

***Vitalink Communications 4/06 to 11/09***

***IT Consultant***

Assessment of current IT infrastructure, recommend, and present best cost and terms based solutions for storage, email, web services, and network infrastructure upgrades

* Systems Administration of Mac, Windows desktop, and Windows 2003 server and associated applications.
* Implementation of new infrastructure and cabling for new facility.
* Upgrades of older equipment and software to support current standards
* Wireless network planning, implementation, and administration
* VPN implementation
* Implementation of disaster recovery system
* Implementation of highly available file servers

# **EDUCATION**

# Berklee School of Music

# Boston, Mass

# Music Engineering

# Sinclair College

# Dayton, Ohio

# Automotive Technology Engineering

# ACTT

# MCSE track

# **PROFESSIONAL CERTIFICATIONS:**

I currently possess the following professional certifications:

VCE Certified Professional

Nutanix Certified Administrator

Nutanix Enterprise Cloud NPP – in progress

CISCO UCS DCUCI

Cisco CCNA

Cisco CCNP DCUCI – In progress

Zerto Master Certified

Xtreme-IO EMC Proven Professional

Cisco UCS DCUCI

Cisco CCNP DCUCI – In progress

AWS Certified Solutions Architect – In Progress

Microsoft MCP