

Senior Systems Engineer/Consultant Senior Systems Engineer/Consultant STORAGE SYSTEMS CONSULTANT Dunkirk, MD Dynamic, solutions-oriented professional with more than 10 years experience managing complex enterprise systems and client accounts within diverse technical environments, demonstrating expertise in process planning and improvement, data management, service delivery, network troubleshooting, and product development Proven track record as a motivated, hands-on leader who possesses strong interpersonal and communication skills, employing performance-driven strategies to achieve organizational objectives and provide adequate account and technical support to clients Demonstrated technical solutions subject matter expert (SME), consistently delivering on client business requirements, offering innovative plans and guidance to regional sales teams to drive enterprise growth, improve account-level functionality, and increase revenue Authorized to work in the US for any employer Work Experience Senior Systems Engineer/Consultant Harmonics Consulting - Washington, DC April 2017 to Present Strategized and implemented enterprise level solutions to streamline the client management process Designed the framework for internal Client Backup environments Employed knowledge of data analytics to engineer an efficient data verification process, resulting in improved technical standards, processes, and guidelines Conducted internal process and system performance audits, documenting successes and other key metrics Identified areas in which space and cost saving tactics could be utilized within backup and recovery systems Responsible for the efficient delivery of services to clients, outlining licensing costs allowing client access to service and software services Kept lines of communication open with clients, pre-emptively identifying challenges and client concerns and facilitating technical support services Implemented best practices of enterprise operations and the resourceful development of client systems Generated system reports autonomously, resulting in a daily update to key individuals and critical alerts in real-time to management and admins Constructed cloud backup solutions, successfully reducing overall costs by decreasing operational windows and utilizing cloud native services Directed the development team and stakeholders in the successful application of data modeling techniques designed to improve efficiency and functionality Senior Solutions Engineer Femdel - Washington, DC January

2006 to Present    Provided hybrid cloud CommVault solutions that created additional business continuity, high availability and disaster recovery ability for customers    Suggested client-focused solutions such as local NAS devices for offices that allowed for a central data repository

Implemented CommVault Solutions for Multi-Site Clients providing Backup and DR capabilities resulting in near zero RTO    Engaged AWS server integrations leading to lower server operation cost by reducing the amount of time servers were online and utilizing S3 storage tiering    Oversaw Network-attached storage (NAS) deployments, efficiently consolidating system storage to support internal functions such as archiving, backup, and cloud data    Directed the installation of VMware vSphere infrastructure and configuration    Provided oversight of system-wide CommVault installations and offered ongoing troubleshooting help    Managed the deployment and maintenance of Apple MDM, Server, and Endpoint    Offered advanced troubleshooting for clients' technical issues

STORAGE SYSTEMS CONSULTANT Plan B Technologies - Annapolis, MD July 2016 to April 2017    Collaborated with internal teams to design and deliver innovative solutions based on customer needs and business requirements    Offered backup and recovery solutions expertise to help maximize CommVault efficiency    Remained communicative with clients throughout the service delivery life cycle, ensuring storage system specifications met expectations and outlined objectives

Deployed NetApp storage appliances resulting in reduced operating costs and improved performance for business applications    Demonstrated system management skills to offer virtual and on-site troubleshooting of CommVault, Nimble, and NetApp systems

SYSTEMS ENGINEER Arctic Slope Regional Corporation - Beltsville, MD February 2016 to July 2016    Provided fundamental support and system upgrades for VMware, NetApp, and Cisco FlexPod    Created a successful disaster recovery solution, providing follow-up to previously resolved issues to ensure best practices and adapt solutions accordingly    Initiated enterprise-wide patch management compliance procedures, ensuring vulnerabilities were remediated    Worked collaboratively with internal teams to develop response strategies for technical challenges within the DR, Storage, and VMware infrastructure    Administered practical and applicable expertise in utilizing backup and recovery applications for VM protection and system recovery    Oversaw Apple Device Management

service performance    Served as the subject matter expert on project management and business process improvement, developing innovative actionable plans for augmented time management, process adaptability, and service delivery    Provided application management and computer software support for stakeholders and clients utilizing NetApp Storage systems and Microsoft File Services

SYSTEMS ENGINEER Berkeley Research Group - Washington, DC September 2015 to February 2016

SYSTEMS ADMINISTRATOR II Arctic Slope Regional Corporation - Beltsville, MD May 2013 to September 2015

SYSTEMS ADMINISTRATOR Special Operations Technology - Annapolis Junction, MD January 2013 to April 2013

SYSTEMS ADMINISTRATOR Force 3 - Crofton, MD July 2011 to January 2013

Education BACHELOR OF SCIENCE University of Phoenix - Phoenix, AZ

Skills ACTIVE DIRECTORY (8 years), CISCO, VMWARE (6 years), NETAPP, IOS, CommVault (6 years), Windows Server (10+ years)

Certifications/Licenses VCP September 2018 to September 2020

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