

Customer Service Engineer II Customer Service Engineer II SAN/NAS Professional Phoenix, AZ
Authorized to work in the US for any employer Work Experience Customer Service Engineer II
DellEMC - Phoenix, AZ October 2015 to February 2019 As a Field Service Engineer I was
responsible for maintaining the entire portfolio of Dell EMC equipment. This includes product lines
such as: VMAX3, VMAX, Symmetrix, Clariion, Celera, Centera, Isilon, VNX, Unity, XtremIO, Pivotal
Greenplum, Elastic Cloud Storage, Data Domain, Brocade and Cisco SAN Directors, VXRail and
VXRack, and VPLEX. I would interface closely with customers to problem solve and worked with tools
like Unisphere, Vsphere, Vcenter to ensure that critical storage solutions had maximum uptime. I
also had exposure to many customers computing environments and helped troubleshoot issues on
ESXi systems as well as Linux and Windows hosts. In this position I also acquired the most recent
Information and Storage Management certification Version 3 and was a certified Platform Engineer
Specialist on the Isilon product line. Web Developer A to Z Unlimited, Inc - Eastchester, NY May
2015 to August 2015 www.AtoZUnlimited.com Built a MEAN stack web application using: ? Tools
such as Grunt, Bower, NPM, and Gulp. Developed a front end interface for users to interact with A
to Z Unlimited's portfolios using open source elements and Cloudinary API. Deployed the web
application online with: ? Google Analytics, PreRender.io (SEO), Heroku, Github. Education
Bachelors of Science in Computer Science California State University - Fullerton, CA August 2010
to May 2015 Links <http://www.linkedin.com/in/brettmcavanagh> Certifications/Licenses Information
and Storage Management v3 November 2015 to Present Benefits storage architects, administrators,
or managers; CIOs or project managers; or recent additions to information and storage management
teams. You will learn to make informed decisions about storing, managing, and protecting digital
information in classic, virtualized, and cloud environments. Prepare for your Information Storage
Associate (DECA-ISM) Certification. E20-655 Isilon Specialist Exam for Platform Engineers
February 2016 to Present Benefits Include: Achieve a "trusted resource" status with your
customers and proactively maintain deployed EMC solutions Diagnose EMC product health;
recommend enhancements Assist in resolving issues with minimum or no impact to the customers'
business Additional Information TECHNICAL SKILLS SAN/NAS Unisphere, Navisphere,

vSphere, vCenter, OneFS, Symmwin ESXi, Linux, Windows Brocade and Cisco Director
Troubleshooting and Configuration Rack/Stack/Configure Experience with EMC Hardware
Programming Languages Proficient in: C++, Java, Python Familiar with: JavaScript, Ruby, PHP,
HTML/CSS, SQL, AngularJS Software Operating Systems: Linux, Unix, Windows Database:
SQL, MySQL, SQLite, Corel Paradox Miscellaneous: Microsoft Office, Oracle VM VirtualBox,
Dropbox, Github, Google Drive, Microsoft Visio

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