**Todd Lund**

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An accomplished IT professional with strong business acumen and demonstrated success supporting Fortune 500 companies in a larger client server environment that has the ability to span both management and technical ranks. Quickly and effectively learn and implement new technologies, skilled at defining strategic and operational objectives, providing strong focus on customer satisfaction. Proven expertise in enterprise class storage solutions along with Windows Server technologies; practiced in the deployment and management of business critical information systems. Possesses the ability to collaborate on virtual teams at all business levels while managing IT systems, processes, operating procedures and documentation. Familiar with ITIL concepts and practices, experienced in capacity planning, performance monitoring and system tuning. Highly personable, self-motivated individual with the flexibility to work among diverse groups and handle complex problems effectively.

**Technical Expertise**

IT Architecture, Systems Integration, Project life cycles, Disaster Recovery, Business Continuity and Data Replication

**Systems** EMC Symmetrix/DMX, CLARiiON SAN and Celerra NAS, NetApp NAS, IBM SVC, HP XP24000 and EVA Disk Array, Windows Server

**Hardware** NetApp V-Series Storage Controller, IBM SVC (SAN Volume Controller) Cisco MDS 9513, Brocade and Mcdata Switches, Emulex and Qlogic Fibre Channel HBA, Dell PowerEdge, HP ProLiant and SUN x86 Servers

**Software** EMC ControlCenter (ECC), Solutions Enabler (SYMCLI), Navisphere and Powerpath, HP StorageWorks, Command View and Business Copy, NetApp Data ONTAP, SnapMirror, Deduplication, System Manager and Operations Manager, Cisco Fabric Manager, Emulex HBAnywhere, Qlogic SANsurfer, Symantec Antivirus, MacAfee Foundstone, Veritas Netbackup, Samba, Microsoft System Management Server (SMS), Internet Information Services (IIS), Windows Terminal Server (WTS), SQL Server, Robocopy, Visio, Project, HP Systems Insight Manager, Dell OpenManage and BMC Remedy

**Professional Experience**

**IBM**

**Storage Engineer 2009-Present**

Remote Storage Consultant working on an Outsourcing transformation project for a Healthcare customer migrating 4 Petabytes of EMC SAN and NAS to HP XP24000 Disk Arrays with IBM SVC and NetApp V-Series NAS storage controllers. Effectively consolidating from ten EMC frames to four HP Disk Arrays, transitioning customer site to IBM services and Tier 3 Data Center. Engaging in Request for Proposal (RFP) reviewing requirements and providing site analysis, co-authoring technical work portion in Statement of Work (SOW) when needed.

* Team Lead for SAN Storage design and technical Project Management for simultaneous projects
* Oversee daily operations reviewing fabric and storage port assignments, LUN allocation and de-allocation for final approval
* Reviewed NAS environment reconfiguring archive volumes for more space efficient use with file systems increasing free pool by 20%
* Evaluated vendor NAS solutions recommending then implementing NetApp V-Series NAS gateway HA cluster architecting from the ground up, analyzing business needs for allocating back-end storage, configuring aggregates, volumes, NFS exports and CIFS shares
* Interact with various Open Systems Engineering teams (Solaris, Linux, AIX and Wintel) to provide solutions and support of their environments and SAN configurations
* Manage vendor relations for hardware acquisitions as well as design and support of project related tasks
* Designer for 50 TB addition to EMC DMX-4, working with application and system owners as well as the storage vendor to create the optimum device sizes for LUN performance and space efficiency
* Asses and provide management reports on new storage technologies that have been identified as areas of possible business need
* Assist in architecting and integrated a second IBM SAN Volume Controller (SVC) to meet growing storage demands
* Provide technical guidance to Solutions Architect based on current environment and customer requirements
* Performed architecture review of new designs within the storage environment
* Disaster Recovery planning and testing to establish accurate recovery time line and restore process of mission critical applications and data
* Assisted in the modification and implementation of Change Management system which adheres to both IBM and customer policy
* Customized current processes to meet IBM and Federal Department of Defense guidelines for handling sensitive data
* Manage all Data Center SAN equipment regarding firmware/microcode upgrades
* Primary escalation point for many SAN storage related issues, engaging in service restoration teams to effectively drive resolution and Root Cause Analysis (RCA)

**CSC at Motorola Mobile Devices, Libertyville, IL**

**Technical Staff Member Sr. Professional 2003 – 2009**

Evaluate, analyze and design new application servers for system integration within 24X7 global Engineering Computing environment. Support EMC SAN and NAS, managing storage allocation including LUN creation, masking and zoning for both UNIX\Linux and Windows hosts. Monthly reporting of external storage both SAN and NAS to provide accurate customer billing. Lead Wintel Administrator sustaining operations of 200 servers in remote and local Data Centers as well as small satellite locations. Responsible for technical resource allocation managing several projects. Assisted in capacity planning for Data Center expansion providing business case executive summary.

* Experienced in customer-facing roles working in a large enterprise environment that requires delivery of internal projects with cross functional teams
* IT Subject Matter Expert (SME) gathering customer requirements, architecting effective solutions outlining Statement of Work (SOW) and creating accurate project plans for resource allocation, project scope and duration
* Managed various projects and resources to achieve all goals successfully by completion dates agreed to with customers
* Disaster Recovery focal reviewing customers Business Impact Analysis (BIA) including RPO and RTO to design a recovery solution which meets the business needs along with budgetary constraints
* Provided mentoring to new and existing employees
* Assisted in architecting new storage environment consolidating from multiple vendor HP\NetApp SAN\NAS to single EMC SAN\NAS solution
* Spearheaded audit of 300 Terabyte EMC SAN\NAS environment accurately reporting host usage for proper customer billing, reclaiming 15% unused disk space in the process
* IT Security Champion responsible for vulnerability analysis and remediation maintaining corporate security guidelines for proprietary information
* SAN storage implementation, migrations and administration
* Evaluated and consolidated systems to reduce overall IT operating costs by 30% migrating from physical to virtual machine at DR site
* Authored technical process documentation to provide accurate workflow
* Worked with vendors and consultants as required ensuring proper application and systems integration

**Motorola Mobile Devices, Libertyville, IL**

**Systems Engineer II 2001 – 2003 (Outsourced to CSC 2003)**

Installed, manage and supported Windows Server technologies, including File and Print, Web (IIS), SQL, licensing, backup and application servers. Provided 2nd level technical/Helpdesk support.

* Built, deployed and administered HP\Compaq Proliant, Dell Power Edge and SUN x86 servers
* Held seat on Change Management Control Board for Engineering Computing to ensure minimal service disruption in a global 24X7 production environment
* Lead interface during internal corporate audit, managing all communication between audit and technical teams
* Effectively consolidated multiple Windows NT domain environments to a single Windows 2000 Active Directory enterprise domain
* Disaster Recovery and Business Continuity design and implementation working on a team to establish the first internal hot recovery site for engineering critical functions
* Technology refresh of Windows and NetApp hardware implementing a more robust and stable environment
* Software licensing inventory using Microsoft SMS to gather accurate software licensing of 2000 + Engineering desktops for yearly true up with software vendor

**GE Capital Auto Financial Services Barrington, IL**

**IT / Security Consultant 2000 – 2001**

Contracted to deploy Microsoft System Management Sever (SMS) and adhere to GE Corporate IT guidelines for the Auto Financial Services division. Created procedures and documentation for packaging and distributing software to both local and remote sites.

* Build SMS 2.0 Site Server deploying client to 2,100 workstations and 60 servers at local and remote locations along with creating SMS software distribution packages for core load and business critical applications
* Responsible for vulnerability analysis and remediation on Windows Servers
* Administered SecureID remote access to ensure confidential data integrity
* Developed detailed project plan and technical documentation for several projects
* Integrated Windows CE Device with RSA SecureID remote access server for Outlook email access
* Tested and evaluated Blackberry wireless email integration with corporate Exchange messaging for recommendation to executive staff

**Motorola Corporate, Schaumburg, IL**

**Windows System Administrator** **1997 – 2000**

Provided first, second and third level support for emerging Windows environment. Migrated users from Apple hardware and operating system to newly standardized Windows desktops. Created and administered Windows domain accounts, local and global groups, as well as, Microsoft Exchange mailboxes. Created and documented procedures for Windows system setup and support.

* Built, deployed and administered Windows NT 4.0 and 2000 servers
* Mentored new and current employees on Enterprise wide procedures

# EDUCATION and CERTIFICATION

Harper College, A.A. in Management

# Instructor led vendor SAN courses

* EMC SAN Management
* EMC Host to Storage SAN Implementation
* IBM SAN Volume Controller (SVC) Planning and Implementing

# Microsoft Certified Professional (Expired)

* Windows NT Server (Microsoft Certified Professional)
* Server in the Enterprise
* Network Essentials