

Dan Rothman

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Professional Summary

Principal Support Engineer specializing in enterprise infrastructure solutions, with a decade of progressive experience at Dell EMC. Expert in hyper-converged systems (VxRail, PowerFlex), VMware environments, and containerized platforms. Proven history supporting mission-critical systems for Fortune 100 clients including Wells Fargo and BNY Mellon. Skilled in root cause analysis, incident management, and cross-functional collaboration. Known for technical leadership, mentoring, and delivering initiative-taking solutions that drive customer success and system stability.

Professional Experience

Dell Technologies

VxRail & PowerFlex Principal Engineer for Dedicated Support

May 2021 – Present

- Provided dedicated support for VxRail environments at BNY Mellon and Wells Fargo before transitioning to specialize in PowerFlex systems.
- Support compute and storage hyper converged infrastructure hardware, including standalone servers and SAN environments.
- Provide expertise in hyper-converged infrastructure (HCI) solutions, including VMware vSAN and Dell PowerFlex SDS.
- Administer and troubleshoot VMware ESXi, and vCenter environments to ensure stability and optimal performance.
- Support containerized applications running on Docker and Kubernetes platforms.
- Proactively identify systemic risks, such as hardware failures, and implement preventive solutions.
- Lead root cause analyses and deliver comprehensive post-incident reports with actionable remediation plans.
- Maintain customer-specific documentation, runbooks, and internal best practice guides.
- Compile and present quarterly engineering summaries for QBRs, aligning technical performance with customer success metrics.

VxRail Senior Engineer

Nov 2019 – Nov 2021

- Managed production-impacting escalations as the senior escalation owner for VxRail environments.
- Led recovery efforts and coordinated cross-functional teams to implement preventive solutions.
- Authored detailed knowledge base articles and technical training materials.
- Mentored frontline engineers to improve diagnostic accuracy and case management.
- Diagnosed and resolved critical thermal issues at BNY Mellon's data center by analyzing node logs and identifying airflow deficiencies, resulting in improved system stability and a customer request to become their dedicated engineer.

VxRail Technical Team Lead

Dec 2018 – Nov 2019

- Trained and mentored new engineers supporting VxRail environments.
- Provided strategic guidance on complex and high-priority customer escalations.
- Developed and maintained a central repository for technical documentation, knowledge sharing, and improved workflows for more efficient case handling.

VxRail Technical Support Engineer

Sep 2018 – Dec 2018

- Resolved hardware, networking, and VMware integration issues in VxRail clusters.
- Recognized as a "VxRail Xpert" for technical excellence.
- Promoted to Technical Team Lead position due to my strong technical knowledge, excellent customer communication skills, and inter team leadership and education work.

Modular Technical Support Engineer

Jan 2018 – Sep 2018

- Supported Dell's Modular infrastructure offerings, this included the M1000e, FX2, and VRTX platforms.
- Diagnosed and resolved complex hardware and firmware issues.
- Collaborated with engineering teams to escalate and document advanced solutions.

ProSupport Plus Technical Support Engineer

Jan 2017 – Jan 2018

- Delivered ProSupport Plus grade support for PowerEdge, and Modular servers running VMware, Linux, and Windows.
- Resolved complex issues involving storage arrays, firmware, RAID, and iDRAC.

- Collaborated with internal support groups to resolve issues spanning multiple interdependent products.
- Provided system health assessments and lifecycle optimization strategies.

Enterprise Tech Support Analyst

Nov 2015 – Jan 2017

- Delivered enterprise-grade support for PowerEdge servers running VMware, Linux, and Windows.
- Mentored new analysts and contributed to internal training.
- Recognized as a top performer and CCNA-certified networking SME.
- Selected for Early Life Support team to debug hardware issues with new generation PowerEdge hardware and to field the first support calls.

Certifications

- VMware Certified Professional 6 – Data Center Virtualization (VCP6-DCV)
- VxRail Xpert
- Cisco Certified Network Associate (CCNA) – exp. 2019 - CSC012950075
- CompTIA Network+ - exp. 2018

Awards

- On the Spot Award – On the Spot Award – Recognized for fostering team morale. (2015)
- On the Spot Award – For (2016)
- Top Performer Award – Top Performing Engineer (2017)
- Award – Contributions to Wells Fargo's first PowerFlex migration from 3.x to 4.x

Skills

Platforms & Infrastructure: Dell PowerFlex, VxRail, PowerEdge, Modular Infrastructure, VMware vSphere, vCenter, vSAN, ESXi, VCF.

Containers & Automation: Kubernetes, Docker

Scripting & Tools: Bash, Python, REST APIs

Professional Skills: Root Cause Analysis, Incident Management, Technical Mentorship, Documentation, Customer Communication, Escalation Management