**Matthias Gaus**

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**IT Professional**

**Solution Architect - Account Manager – Pre-Sales Senior Engineer**

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| **Storage / SAN /NAS**  **Enterprise Architecture**  **Technical Troubleshooting**  **Leadership & Development**  **Network Administration & Support**  **ITIL Management**  **User Training & Support**  **Integration Deployment**  **Cross-Team Collaboration** | Technically sophisticated professional with comprehensive experience advocating solutions, clarifying issues, mobilising cross-functional support, and facilitating decision-making tasks in complex situations based on TOGAF EA Principles.  Proven track record of success deploying, integrating, and maintaining system servers, applications, and resources.  Demonstrated skill in troubleshooting network resources, evaluating technical alternatives, and recommending solutions to maximise system performance.  Strong knowledge and comfort within Microsoft-based server environments, along with all peripheral processes.  Accomplished communicator skilled in building and strengthening relationships across functions to drive cohesive, strategic operations**.** |

**Professional Experience**

**Gaus Consulting** 2019 – present

* Consultant for Cloud Solutions
* Architecting solutions on best practices and TOGAF EA Framework

**DELLEMC ⎯** Manchester, UK 2015-2019

**Senior Engineer**

* Architecting Solutions in accordance with TOGAF Enterprise Architecture Framework on customer request and requirement
* Troubleshooting technical issues during Implementation phase
* Architecting and overseeing Implementation of Virtualization solutions, mainly VMware vSphere, vSAN
* Advising Customer in Pre-Sales related task during customer meetings and product acquisition

**EMC GERMANY ⎯** Nuremberg, Germany 2014-2015

**Solutions Architect**

Delivered installation teams with detailed implementation instructions and guidelines, protecting against scope creep and substandard product deliveries. Provided active solutions to sales teams to achieve clients’ requirements.

* Developed, tested, and implemented technology solutions and reported on delivery commitments to management.
* Implemented and architected solutions based on customer needs as well as acted as first point of contract between pre-sales, sales, and customer for Architectural requirements.

**EMC ⎯ Ireland** 2012-2014

**Isilon Support Engineer, SME and Coach**

Analysed data of customer service requests handled by engineers, as well as recommended training and changes in process for critical case solutions. Assisted in formulating and implementing actions to improve customer service.

* Troubleshot and resolved desktop support issues ranging from hardware failures to network applications.
* Acted as a point of contact for German based FSS and suggested configuration changes and system additions that optimised overall performance. Researched and delivered valuable solution to customers regarding Isilon systems.
* Delivered executive leadership and support to technical support engineer during more complex cases.
* Served as a point of contact for Escalations to Post Release Engineering
* Maintained case wellness and overall team load.

**EMC Ireland (VNXe, VNX and Clariion)** 2011 – 2012

**Technical Support Engineer**

Provided exceptional quality customer service, included handling of second support tier cases and difficult scenarios, while focusing on the best customer experience.

* Examined, diagnosed, troubleshooted, client's issues in a timely manner and followed-up with customer with recommendations and action plans.
* Participated in team meetings and presented input on case backlog and technical process within department

**Hewlett-Packard Ireland 2007-2011**

Team-lead and Messaging Subject Matter Expert for the DACH Region on the Microsoft Outsourcing Desk

Providing guidance and support for Technical Support Engineer, during Business-critical Support incidents

Maintaining case wellness and reporting to Management, alongside attending Business Meetings with our Client Microsoft

Hewlett-Packard Ireland 2006 – 2007

Technical Support Engineer for Office 2003, including Excel, Word and Powerpoint

**TECHNICAL PROFICIENCIES**

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| --- | --- |
| **Platforms**: | Windows Server 2008 R2 /2012 /2012 R2 /2016 ⦁ Exchange Server 2010 /2013 /2016 ⦁ DELLEMC Unity / VNX / VNXe ⦁ EMC Isilon Cluster ⦁ Linux / FreeBSD / VMware ESXi ⦁ EMC ISILON / VMAX / Unity / VCE vBlock / VxRail / VxRack / VPLEX /ViPR / Recoverpoint Appliances / VMware vSphere / VMware vSAN / VMWARE NSX |
| **Technologies:** | Active Directory Server ⦁ Backup Strategies ⦁ Firewall Technologies ⦁ NAS and Storage Troubleshooting and configuration ⦁ Networking Technologies as IP / TCPIP / SAN ⦁ Troubleshooting Storage Solution and Cloud Solution ⦁ Microsoft Azure ⦁ Amazon AWS |

**Education and Certifications**

MCSE and Security Windows Server

MCITP Enterprise Administrator Exchange

Linux Institute LPI Level 1

EMC Proven Professional

ITIL Practioner

**LANGUAGES**

**German – Native German speaker**

**English – Fluent and Business Level**