Graham Squire

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# Qualifications Summary

# Certifications:

A+ Certified 4/1999

MCSE, MCP+I 4/2000

Brocade Accredited Internetworking Specialist 8/2010

Brocade Certified Network Engineer – In Progress

# Education:

University of Colorado, Boulder 1986-1991

Bachelor of Science, Journalism

#### Technical Skills

#### Applications/Operating Systems/Systems:

Over a decade of experience working in Quality and Sustaining Test Lab environments has provided varying levels of exposure and experience to a myriad of systems (Applications, Operating Systems, Topologies, Hardware):

**Applications:** Netbackup, Commvault, Tivoli Storage Manager, CA Arcserve and Brightstore, Finisar/Medusa

**Operating Systems:** Windows, Linux, Solaris, AIX, HPUX

**Topologies:** Fibre Channel and Ethernet

**Hardware:** FC switches and HBAs (Brocade), Physical and Virtual Tape Libraries (Copan, ADIC, Exabyte), Ethernet switches (Foundry/Brocade), Diagnostic test equipment (Finisar, Anue, SanBlaze) and a plethora of Server platforms.

# Employment History

**Brocade Communications– Systems Quality Test Engineer** 08/2008 to present

Broomfield, Co.

* Develop system level test strategies and test plans, based on Product Requirements, System Functional Specification documents and customers deployment scenarios for Brocade products.
* Configure, monitor and troubleshoot small to large scale test systems (Ethernet and SAN) using Brocade switches.
* Configure, monitor and troubleshoot end-to-end traffic components including both virtual (I/0 Generators to SanBlaze Virtual LUNs) and real world (Netbackup to physical tape and Medusa to physical disk) applications.
* Execute test cases per test plan, collecting trace, raslog data on faults and defects reporting. Regularly assess progress and prepare test status report for management.
* Support development in debugging and recreating issues, isolate root cause of issues moving onto resolution of the issues.
* Plan regression strategy and complete automated regression suites per test cycle.
* Review Tech Pub documentations for accuracy and completeness during each product release.
* Work with engineering teams across Brocade to understand their test strategies and environments and identify gaps in overall testing for the platforms.
* Contribute to project planning (e.g. schedules, equipment needs/costs, strategy, understand scale, performance, inter-operability and RAS objectives)

**Projects:** Interoperability testing between legacy McData switches (Core and Edge topologies) and newer Brocade software and hardware releases; FCR (Fibre Channel Routing) functionality testing with Virtual Fabric/Logical Switches; FCIP functionality testing by connecting Brocade FCIP capable blades and pizza boxes using L2 (switched) and L3 (routed ) Ethernet environments; Testing of emulation functionality (Compression, Fast-Write and Tape Pipelining) across FCIP Tunnels/Circuits; Build out and configuration of Ethernet switch infrastructure to support FCIP testing; Obtained BAIS (Brocade Accredited Internetworking Specialist) certification and currently working towards BCNE (Brocade Certified Network Engineer) during slower periods between FOS test cycles.

**Skills:** Analytical thinking and systematic troubleshooting skills coupled with excellent communication skills both verbal and written; Install, configure, test and troubleshoot simple to complex storage environments from direct attach Fibre through heterogeneous SAN environments encompassing multiple severs, operating systems and storage devices; Well rounded experience in Operating Systems (Windows, Linux, Unix-based) as well as ISV products; Strong skill sets in SCSI and Fibre Channel technologies; Ability to gather, read, understand and troubleshoot OS, Software and Hardware logs; Self-Motivated problem solver with the ability to realize and utilize the many sources of information and personnel resources available to get the needed answers.

**Copan Systems – Systems Test Engineer** 07/2006 to 08/2008

Longmont, Co.

* Cross-platform system interoperability testing on Copan Systems MAID array and VTL/SIR (de-dup) product offerings.
* Configure enterprise level test systems from ground up including building up host systems from scratch, cabling (IP and FC), switch zoning and configuration, configuration of VTL software/hardware, introduce virtual devices to both Operating System and enterprise level backup and recovery software products.
* Generate test specifications, test plans and test cases.
* Execute test plans; collect test data and compile test reports.
* Troubleshoot and document issues found and report using bug tracking tool Bugzilla
* Attend cross-functional quality meetings to discuss bugs/issues
* Recreate customer issues in lab for verification of problems
* Test fixes/patches and upgrade processes before release.

**Projects:** Proof of concept testing using Copan MAID array with TSM 5.3 running on Solaris 10; Write Test Plans and Test Reports for MAID projects; Write Test Plan and Test Cases for VTL 4.5 release. Responsibilities for testing VTL, High Availability, Failover, SIR de-duplication and replication using different OS and ISV configurations.

**ADIC – Systems Test Engineer** 12/2004 to 07/2006

Englewood, Co.

* System Interoperability testing on ADIC products during development and sustaining phases.
* Generate test specifications, test plans, perform tests, collect test data and compile test reports.
* Simulate customer environments in lab to reproduce and troubleshoot field issues.
* Troubleshoot entire ecosystem when failures occur using all resources available

**Projects:** In addition to daily responsibilities mentioned above I was tasked with WHQL testing and testing on a web based product called iLink/iSupport. ADIC's iLink technology provides a connection to the intelligent diagnostics inside ADIC storage solutions allowing service technicians to provide faster root cause identification, more accurate diagnosis, and faster resolution. iLink also has the ability to recommend additional action, initiate corrective actions, exercise devices and applications for troubleshooting.

**ADIC – Tech Support Analyst IV – Team Lead** 9/2003 to 12/2004

* Technical Support for Enterprise Level Data Storage Products (Scalar 1000, Scalar 10K, Scalari2000 and Pathlight VX), resolving highly complex issues in a wide variety of technical environments.
* Act as a liaison between field engineers, engineers/developers and customers to troubleshoot/correct design functionality issues while providing input to engineering on serviceability of new products.
* Create, maintain and manage service requests calling for multitasking and clear, concise documentation.
* Team Lead responsibilities including scheduling, metrics, training, goal setting, team development and escalation manager.
* On call rotation
* Conduct training classes as needed by training department.

**Skills:** Troubleshoot, analyze, diagnose and disposition customer service requests via phone; Clear and concise documentation skills; Ability to work under tight timeframes and stressful situations; Order parts and process requests to send third-party repair technicians onsite to perform repair procedures; Excellent analytical and troubleshooting skills; Strong skill sets in SCSI and Fibre Channel technologies; Ability to gather, read, understand and troubleshoot OS, Software and Hardware logs.

**Projects:** Attend Scalar i2000 QIT meetings as Enterprise Product Support representative and disseminate technical information to Large Library Team members; Write and edit technical bulletins as needed; Become Scalar i2K “specialist” and Storage Networking Controller (SCSI-to-Fibre Bridge) “specialist” for Large Library Team.

**Exabyte Corporation – Technical Support Engineer** 8/2000 to 9/2003

Boulder, Co.

* Tech Support on data storage products and technologies in enterprise and direct attach topologies.
* Troubleshoot and resolve problems pertaining to installation, integration, operation and functionality.
* Obtain, read and diagnose logs generated by hardware, 3rd party backup software and operating systems.
* Presales support by analyzing customer/client needs and provide appropriate solution.
* Provide primary and secondary On-Call Support on a rotating schedule.

**Skills:** Hardware and software testing; SAN, SCSI, IDE troubleshooting; Documentation and call ticket management; Customer service relations; Presales support; Hardware/Software configuration setup in lab.

**Qwest Wireless Technical Services – Technical Support** 2/2000 to 8/2000

Denver, Co.

* Contract position responsible for supporting an enterprise-level network. Desktop, laptop, application and technical support for Qwest Wireless division using phone, remote administration and desktop presence.

**Breckenridge Brewery Acquisition Co. -** 2/1989 – 2/2000

###### Operations Manager/General Manager

Breckenridge and Denver, Co.

* Responsible for all facets of operations management including management information systems and point-of-sale networks, profit and loss statements, prepare and manage operating budgets and employee relations.
* Staff development of 6 plus direct reports focusing on team building strategies through motivation, creating a positive work environment, effective communication, reward and recognition programs, commitment, goal setting and shared ownership.
* Effective time management skills by staying focused on high payoff activities, planning, prioritizing and self-discipline.

Producing profit and loss statements; Inventory controls; Staff development; Management team development. Physical Plant maintenance scheduling; Maintained any and all Federal, State and City licensing requirements; Implemented weekly profit and loss statements to monitor profitability of entire operations.