Jeffrey Quinn

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6960 Calson Dr.
Lansing, MI 48911

Experience and Proficiencies

Management
- Managing a Staff of 10, responsible for Michigan State University's central enterprise storage, virtualization, server administration and enterprise backup offerings
- Defining services and building cost recovery models
- Defining and maintaining Service Level Agreements
- Hiring and training staff
- Effective at communication and crisis management

Leadership
- Maintaining positive customer relationships
- Graduate of the MOR IT Leadership Program
- Setting direction for my team's services, and spearheading their rearchitecture
- Project design and implementation
- Vocal ITIL advocate

Enterprise Technologies

Storage
- Protocols: iSCSI, Fiber Channel, NFS, CIFS
- NetApp OnTAP 7-Mode and C-Mode, EMC CX/Clariion, IBM FastT storage arrays
- McData and Brocade fiber channel fabric administration and zoning
- NetApp FAS900, FAS2000, FAS3000, FAS6000
- Over 500 TB of storage to support mission critical business and academic functions

Virtualization
- VMWare ESXi 5+
- 14 clusters for business and academic functions in multiple datacenters

Backups
- Commvault 9/10 enterprise backup software
- Deduplicated disk-based primary backup
- StorageTek SL3000 enterprise tape library with LTO6 tape drives

Server Administration
- Linux: SLES, RHEL, Ubuntu, CentOS, OpenSuSE
- Unix: Solaris, OpenBSD
- Windows: Server 2003-2012 R2
- Automation: Puppet, Jenkins
- PCI DSS 2.0 policies and procedures

Programming, Scripting, and Software

- Web languages: PHP, Ruby on Rails, HTML, CSS, JavaScript, jQuery
- Scripting languages: Ruby, Bash, Perl
- Versioning: Git participation and administration
- Software: CA Service Desk, JIRA, Tripwire, Puppet
- Databases: MySQL, MSSQL, and PostgreSQL development and administration

Career

Michigan State University IT Services Infrastructure, East Lansing, MI   *2012-Present*
Manager: Virtualization, Storage and Systems
Supervisor: Mike Bosko, Director IT Services Infrastructure
(517) 355-3600

- Manage a team of 10 people responsible for offering core university infrastructure services including virtualization, storage, backups, and Windows and Linux systems administration
- Evaluated service offerings, designed proposals to improve them, negotiated with vendors and upper management, and led implementation
- Presented to leadership a case for cost-based accounting
- Vocal advocate of ITIL principles, implementing change management procedures, documentation, and automation

Michigan State University ATS Mail & Storage, East Lansing, MI   *2006-2012*
Information Technology Professional, Storage Administrator
Supervisor: Steve Devine,
(517) 432-7327

- Responsible for maintaining and provisioning Academic Technology Services (ATS) storage offerings that include over 200 TB of space in IBM DS4800s, NetApp FAS 900, 2000 and 3000 series in dual-HA configurations, Dell/EMC CX500s, iSCSI storage and AFS
- Provide storage to applications such as MSU's VMWare virtualization offering, Angel classroom software and the MSU Library Archive
- Utilizing programming skills to design website applications such as a change management application, modifications to the MSU webmail interface, service applications and graphing software

Education:

Lyman Briggs School at Michigan State University, East Lansing, MI   *2005*
Graduation: December, 2005

- BS in Lyman Briggs Computer Science and Lyman Briggs Human Biology.