Jeffrey Quinn

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6960 Calson Dr.
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Experience and Proficiencies

Management

- Managing a Staff of 4-10, responsible for Michigan State University's central enterprise storage, virtualization, server administration and enterprise backup offerings
- Defining services, maintaining Service Level Agreements, and providing excellent customer service
- Working with the finance team to build cost accounting models to ensure a stable and sustainable infrastructure
- Improving recovery time and business continuity for critical infrastructure services
- Hiring and training staff
- Capacity panning
- Effective at communication and crisis management

Leadership

- Maintaining positive customer relationships, both business and academic
- Successfully integrated consultants and contractors with full-time staff, integrating culture and defining new processes
- Graduate of the MOR IT Leadership Program
- Responsible for several multimillion dollar projects
- Setting direction for services, funding, and processes
- Project design and implementation
- ITSM/ITIL advocate

Enterprise Technologies and Technical Proficiency

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, FAS8080, 7-Mode, Cluster Mode, and Metrocluster
- Over 2 PB 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
- Cisco UCS blade, Dell rack server technologies
- Linux: SLES, RHEL, Ubuntu, CentOS, OpenSuSE
- Unix: Solaris, OpenBSD, FreeBSD
- Windows: Server 2003-2012 R2
- Automation: Puppet, Jenkins, Docker
- 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
- Software: CA Service Desk, JIRA, Tripwire, Puppet
- Databases: MySQL, MSSQL, and PostgreSQL development and administration

Career

Michigan State University IT Services Infrastructure   *January 2015-Present*
        East Lansing, MI
Acting Manager: Virtual Servers and Storage
Supervisor: Nishanth Rodrigues, AVP, CTO of IT Services
(517) 355-3600
- Manage a team of 4-10 people responsible for offering core university infrastructure services including virtualization, storage, backups
- Successful implementation of FlexPod reference architecture to stabilize and improve resiliency and quality of storage and compute
- Migration off and decommissioning of aged, legacy hardware with customer coordination and limited disruption of service
- Evaluated service offerings, designed proposals to improve them, negotiated with vendors and upper management, and led implementation
- Worked with capacity planner to design sustainability and cost accounting models for infrastructure services

Michigan State University IT Services Infrastructure Design, East Lansing, MI   *2014*
Manager: Virtualization, Storage and Systems
Supervisor: Doug Nelson, Manager Infrastructure Design
(517) 355-3600

- Managing several large infrastructure projects under tight budget constraints, including implementing a new enterprise backup solution, replacing enterprise-class storage arrays, and replacement and redesign of our virtualization host systems
- Writing detailed Request For Proposal specifications, analyzing proposals, and selecting vendors
- Tracked service costs, performed financial assessments and created sustainability models for existing and new services
- Created and maintained system architecture diagrams
- Developed infrastructure catalog and service software to report on infrastructure usage and costs
- Developed Service Level Agreements and served as a customer liaison for service requests and implementation

Michigan State University IT Services Infrastructure, East Lansing, MI   *2012-2014*

Manager: Virtualization, Storage and Systems

Supervisor: Mike Bosko, Director IT Services Infrastructure (Now retired)

- 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 included over 200 TB of capacity in IBM DS4800, NetApp FAS 900, 2000, and 3000 series in dual-HA configuration, Dell/EMC CX500s, iSCSI storage arrays
- Maintained the campus AFS and associated services, an online student, departmental and academic storage space for collaboration and data protection
- Provided storage for key academic services, such as the central virtualization offering, MSU Email, Angel and Desire2Learn classroom software packages, Campus Active Directory and the MSU Library Archive
- Utilized programming skills to design web-based applications, such as a change management application, modifications ot 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.