Jeffrey Quinn

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Management:
Merged and established a new culture of high performance, building a team comprised of full-time staff, contractors, and consultants to drive successful projects and initiatives that provide a robust and resilient infrastructure

Leadership:
Established cross-departmental relationships to champion organizational improvements including standard maintenance windows, service request and service lifecycle management, change management, and service TCO with show-back cost accounting

Technical Proficiency:
Detailed experience with storage, backup, and server technology standards, as well as a wide variety of programming and scripting languages

Career

Michigan State University IT Services Infrastructure, East Lansing, MI   *January 2015-Present*
Acting Manager: Virtual Servers and Storage

- Hired, trained, and integrated contractors, consultants, and full-time staff, growing the team from 4 to 10, responsible for providing core enterprise virtualization, storage, and backup services to the MSU community
- Successfully implemented FlexPod reference architecture to provide 800 TB usable storage capacity, 3100 GHz of compute, and 20.7 TB of memory, allowing for the decommission of 12 legacy storage arrays, 105 aged ESX hosts in 19 clusters, and an unstable fiber channel SAN fabric
- Decreased storage RPO to 0, and reduced RTO for virtualization services by 14,000%, from 5 weeks to 6 hours
- Technical and team lead for an ambitious 10 month, $10 million remediation project
- Designed proposals to improve, retire, or sustain service offerings by evaluating levels of support, staffing levels, and other resource constraints
- Created sustainability and cost accounting models with capacity planner for virtualization and storage services, predicting 40-50% growth compounding annually
- Provided migration plans, time and cost estimates to Deloitte data center consultants for the future transition to alternate data centers
- Served as coordinator and management liaison during service outages, performed and presented root cause analysis, and worked with cross-unit teams to develop and propose solutions
- Drive positive customer relationships with business and academic leaders, fostering a collaborative environment

Michigan State University IT Services Infrastructure Design, East Lansing, MI *2014*
Infrastructure Architect: Infrastructure Design

- Developed infrastructure catalog and service software to report on infrastructure usage and costs while working remotely full time
- Managed 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
- Wrote detailed Request For Proposal specifications, analyzed responses, and selected winning vendors
- Tracked service costs, performed financial assessments and created sustainability models for existing and new services
- Created and maintained system architecture diagrams
- 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
- Managed 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
- Researched, wrote, and presented to leadership the benefits of cost-based accounting to allow for a better understanding of Total Cost of Ownership and data-driven decisions for all services
- Champion 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

- 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
- Designed and programmed web-based applications, such as a change management application, modifications to the MSU webmail interface, service applications and graphing software

Technical Experience and Proficiencies

Enterprise 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, in 7-Mode, Cluster Mode, and Metrocluster configurations

Virtualization
- VMWare ESXi 5+
- Cloud: Joyent SmartDataCenter, AWS, Digital Ocean
- Hybrid Cloud: VMWare vCloud Air
- Docker

Backup
- 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, SmartOS
- 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
- Software: CA Service Desk, JIRA, Tripwire, Puppet
- Databases: MySQL, MSSQL, and PostgreSQL development and administration

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.

MSU HR Development: Foundations for Effective Leadership   *2012*

Graduate, MOR IT Leadership Program   *2013*

Certifications

ITIL Foundations   *2014*