**Jeffrey Quinn**

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www.jeffreyquinn.com

(517) 256-2948

6960 Calson Dr.

Lansing, MI 48911

**Experience and Proficiencies**

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| **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 |

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| **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 |

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| **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 |

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| **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.