**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 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 planning * Effective at communication and crisis management |

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| **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 |

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| **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 |

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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 * 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.