

JERRY LANDWEHR

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SOLUTIONS ARCHITECT

Storage | Customer Facing | Technology Implementation | Global Operations

Experienced Software Support Engineer, with several years' experience, specialization in Storage and Backup solutions. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements.

TECHNOLOGY | SKILLS

UNIX and Windows Server Administration
SQL, Oracle DBA
TCP/IP and Storage Networking
Disaster Recovery

Virtualization (VMware, Hyper-V)
Amazon AWS / Microsoft Azure Environments
NetApp Storage Systems
Enterprise Storage Systems

EXPERIENCE

Resident Support Engineer

07/2013 to 05/2019

Commvault Systems Inc. – Tinton Falls, NJ

Embedded with disparate customers from two weeks to several months to understand requirements and provide exceptional service in the maintenance and support of Commvault technologies such as Complete Backup and Recovery, Orchestrator, and Activate. Metrics gathered before and after engagements delivered measurable results.

- Leveraged extensive technical knowledge within multiple areas (technical, business, applications), to implement new features and demonstrate best practices for customers.
- Performed Mastery of Disaster Recovery, backup and recovery of Oracle, SQL, Exchange, SharePoint and Virtual Machines, and of Amazon/Microsoft Cloud environments.
- Used broad knowledge of the Next Generation platform, gathered requirements to determine the appropriate solutions, designed and implemented architecture to meet the customer's business needs.
- Validated the client CommCell and remediate found issues in collaboration with the customer. Assisted clients in understanding shortcomings and implementing solutions to address them.
- Mentored new group members and participate in group discussions on automation and process improvements.

Software Engineer II / Enterprise Data Protection

04/2005 to 04/2013

Harris GCSD – Melbourne, FL

Conducted GCSD Enterprise Backup Management consisting of configuration and administration of backups and restores, archiving, backup / archive monitoring / reporting.

- Designed and implemented data protection solutions in support of program requirements, while implementing Business Continuity (BC) processes within the Information Lifecycle Management (ILM) framework.
- Optimized and maintained backup systems for all open areas in GCSD and setting documented policy for open and closed areas.
- As a Unix and Windows Server administrator, managed assets related to the data protection infrastructure.
- Managed enterprise-wide migration of backup software to Commvault Simpana of dozens of data zones, the largest consisting of hundreds of backup clients of disparate OS including NetApp with a backup footprint of hundreds of terabytes.

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- In regards to tiered storage strategy, implemented archive to tape with stubs left for automatic retrieval by the end user (OnePass).
- Converted from backup directly to tape with NetWorker to backup to de-duplicated disk and took the de- duplication savings to tape with Simpana SILO feature, putting 60% fewer long-term tapes in storage. This included remote office backup to remote disk with global de-duplication to save up to 98% of WAN traffic and enable write to tapes centrally.
- Applied backup encryption across the enterprise over the wire and at rest.

Software Engineer I / UNIX System Administrator

04/2001 to 04/2005

Harris GCSD – Melbourne, FL

Followed established guidelines in performing daily duties, collaborated with large client base from concept through final delivery of service.

- Leveraged technical expertise in Unix and network administration to administer ZFS and Veritas file system and volume management (VxFS/VxVM).
- Ensured high availability of infrastructure through enterprise-wide planning, testing, implementation and support, worked with vendors to repair equipment and diagnose software issues as needed.
- Utilized Legato NetWorker for enterprise backup and restore.
- Monitored daily client and server operations, being proactive about maintenance and patching applications to client and server infrastructure.
- Resolved issues and escalated problems with knowledgeable support and quality service.
- Implemented and administered periodic technology refresh and maintained network directory services such as LDAP, NIS+ and DNS.
- Maintained a flexible schedule and was part of on-call support, responded to after-hours and weekend emergencies in a timely manner.

EDUCATION

Master of Science: Software Engineering, 2007

Florida Institute of Technology – Melbourne, FL

- Concentration in Engineering Management, Software Engineering Institute's Software Capability Maturity Model /Capability Maturity Model Integration methods, and S/W Metrics.
- Thesis: Distributed Asynchronous Weighted Constraint Resolution.

Bachelor of Science: Computer Science, 2000

University of Kentucky - Lexington, KY

- Coursework in Software Development, Object Oriented Design in JAVA utilizing JAVA Database Connector (JDBC), Computer Imaging, Interface Design, Databases and Operating Systems.

TRAINING | DEVELOPMENT PROGRAMS

- Commvault v11 Certified Technical Sales Professional, Certified Master
- Commvault v11 Certified Specialist: Disaster Recovery, Certified Administrator
- CompTIA Security+ Certified, EMC Legato NetWorker 7.x
- Advanced System Admin for Unix and Microsoft Windows

HONORS, AWARDS, PATENTS, PROFESSIONAL LICENSES, PUBLICATIONS

Publication: Silaghi, M. -C. and Landwehr, J. and Larrosa, J. B. "Asynchronous Branch & Bound and A* for DisWCSPs with heuristic function based on Consistency-Maintenance" Frontiers in Artificial Intelligence and Applications; Distributed Constraint Problem Solving and Reasoning in Multi-Agent Systems (Ed. W. Zhang, V. Sorge) volume 112. IOS Press, 2004

ACTIVE TOP-SECRET CLEARANCE

Bi-lingual – English and French