Matthew J. Schneider

Metro Tampa, FL

matt555matt@gmail.com • 727.510.5773

Possesses more than 22 years of experience specific to Systems architecture, engineering, design, deployment, sustainable operations and analytics. Designed, deployed and managed hundreds of NetApp storage arrays, EMC storage, and other vendors, providing storage services (structured and unstructured) to thousands of Linux and Windows client servers, VMware hosts, Oracle and MSSQL databases. Lead and trained team members in server administration, troubleshooting, compliance, deployment guidelines and standards. Experience with both cloud and on-prem storage integrations. Generalist – experienced with all aspects of IT infrastructure.

SKILLS

- Systems Architecture and Engineering
- Multi-vendor Integrations
- Automation
- Event Management & Troubleshooting

- Infrastructure Design
- Operations Management
- Performance Tuning and Analytics
- Team Training/Mentoring

PROFESSIONAL EXPERIENCE

NetApp, Tampa, FL   2018-Current

NetApp Technical Lead
Providing architectural guidance and operational support for Amgen Inc. as an embedded NetApp employee under a long-term MSP contract. Onsite team lead responsible for overseeing all operational aspects of Amgen's heterogenous storage environment comprised of 35PB raw storage and supporting customer sites in 47 countries.

Achievements
- Provided operational design recommendations to OS, DBA, Virtualization and Cloud teams.
- Accomplishments during first month of employment include: fully onboarded with NetApp and Amgen, deployed new OnCommand Insight infrastructure, successful handover from previous MSP team lead and oversaw quarterly storage system patch cycle.
- Showcased the importance of maintaining a central performance metric collection in a heterogenous environment by creating dashboards, ingesting all VMware metrics and creating automated reports.
- Developing NetApp WFA workflows to save both MSP and customer hundreds of man hours to streamline processes and increase efficiency.

Catalina Marketing, Saint Petersburg, FL   2017-2018

Senior Systems Engineer
Primary engineer responsible for storage infrastructure spanning three continents which supports the *"largest shopper history database in the world"*. Managing and empowering two teams of off-shore engineers to support both Storage, Virtualization and Windows Server infrastructure; 24 engineers in total. Secondary approving manager for Linux/Unix team.

Achievements
- Within first three months of being hired, consolidated 4 racks of IBM XIV storage arrays and several NetApp 7-mode controllers into a single NetApp cluster. The NetApp cluster now averages over 100,000iops with reduced latency and simultaneously serving data via FC, iSCSI, NFS and SMB.
- Enabled off-short team through training, establishing standards and toolset deployments.
- Repurposed NetApp e-series storage for use as syslog target, extending security, server and network logging retention from days (minutes in some cases) to several years.
- Architectural strategy for future Elasticsearch (ELK) deployment.

Charter Communications, Brandon, FL   2004-2017
Acquisition of Bright House Networks and Time Warner Cable (occurred May, 2016).

Senior Storage Engineer
Critical member of newly formed I.T. Storage Team comprised of engineers from all three companies. Charged with integrating all legacy company's SAN and NAS storage assets, which consisted of hardware from nearly all major enterprise storage vendors. Experienced in workflow design and execution of storage migrations between different storage vendors.

Achievements
- Pioneered a project written in Python that polled capacity metrics from all storage vendor APIs, forwarded to an InfluxDB and presented via Grafana dashboards. This project provided a free, top-down and up to the minute view of all storage, which allowed for precise capacity planning, clear budget requirements and a successful gap fill while funding was procured for NetApp OnCommand Insight; a $24 million product.
- Created documentation and playbooks to cross-train co-workers on supporting each other's infrastructure.
- Simultaneously supported former role of Systems Engineer while responsibilities were transitioned to other teams; during this transition, the company experienced no major interruptions in service.
- Deployed storage and virtual infrastructure management and performance monitoring solutions.

Systems Engineer II (Bright House Networks)   *2014-2016*
Subject Matter Expert for Enterprise Storage for over 100 storage systems and 8PB capacity; majority consisting of NetApp storage arrays, cluster mode and 7-mode.

Achievements
- Deployment and operational management of physical and virtual servers and their OS, layer 3-4 network configuration, A10 Load Balancers management, DNS services, AD & LDAP authentication, NTP services, SNMP relays, configuration management via CFEngine and SaltStack.
- Experience using Python and PowerShell to manage VMware, NetApp, MS SQL and Active Directory.

Systems Engineer (Bright House Networks)   *2009-2014*
Systems engineering and operations generalist and SME for Enterprise Storage. Supporting multiple VMware environments hosting thousands of servers as well guest OS support and its underlying physical infrastructure.

Achievements
- Designed custom event/alarm escalation processes and workflows utilizing free software suite NetApp OnCommand, Python scripts and existing monitoring platforms (Zenoss) at zero additional cost to the company. Alarm processes also contained event "clear" mechanisms; a highly-desired feature which greatly improved work-life balance for fellow employees.

Senior Systems Administrator (Bright House Networks)   *2005-2009*
Managed Systems IT Infrastructure for Tampa and Central Florida, which hosted and provided services to the entire company. Services included Physical and Virtual Server administration, backup/archive/disaster recovery, Active Directory, MS Exchange, MS SQL and Oracle RAC. Operating systems supported include, RHEL, OEL, Solaris and Windows Server. Led and trained Junior Admins in troubleshooting, deployments and administration. Technologies supported include Veritas Storage Foundation, Veritas Cluster Server, Hitachi SAN, NetApp SAN/NAS, Veritas NetBackup and VMware ESX environment running on HP Blade Chassis.

Achievements
- Designed a total backup/disaster recovery solution using NetBackup, Sun StorageTek Tape Libraries and NetApp VTLs. Project resulted in a 99% reduction in backup failures, increased RTO/RPO capabilities and significantly decreased the operational impact on time sensitive applications by reducing backup windows by up to 90%.
- Assisted in designing and deployment of VMware ESX environment on HP blade chasses as well as daily use of it thereafter. Also, fully transitioned from FC Datastores to NFS Datastores.

Systems Support Analyst (Bright House Networks) *2004-2005*
Monitored and managed large-scale events for the company's backbone fiber network, datacenters, cable plant and customer facing services and applications, which serviced over 1 million subscribers. Troubleshot and escalated issues to responsible internal and external fix agents, while managing multiple events.

Network Administrator / Help Desk Supervisor *2000-2003*
United States Marine Corps, San Diego, CA
Administered servers which supported Department of Defense specific application services for HQ Marine Aircraft Group 16 and its 8 subordinate squadrons. Additional role as Information Systems Security Manager (ISSM) responsible for security audits, compliance standards implementation and IAVA remediation.

Achievement
• Navy and Marine Corp Achievement Medal – 48 hours prior to the deployment of Landing Force-West, 1st Marine Expeditionary Force, assisted with the configuration of Marine specific data networks on 7 amphibious assault ships resulting in reliable information systems during the initial Iraq invasion.

EDUCATION | PROFESSIONAL TRAINING & DEVELOPMENT | CERTIFICATIONS

Bachelor of Applied Science, Technology Development and Management (in progress) – St. Petersburg College

Red Hat Certified System Administrator (RHCSA)
NetApp Certified Implementation Engineer, Data Protection Specialist (NCIE)
NetApp Certified Data Administrator, ONTAP (NCDA)

Vendor training • Cisco, NetApp, Red Hat, AWS, EMC, VMware, Microsoft, Veritas NetBackup
Online/Self-paced studies • Many!

Experience: Storage – NAS & SAN, Scripting – Python | BASH | PowerShell, VMware - ESXi | vSphere | vCenter | PowerCLI | NFS & FC Datastores | AWS/Cloud/S3, Networking – Routers | Firewall | Load Balancers, Operating Systems - Red Hat Enterprise Linux (RHEL) | Solaris (SPARC & x86) | Microsoft Windows Server, Automation, Monitoring, Disaster Recovery & Backup infrastructure design, Performance Troubleshooting, NetApp Clustered ONTAP & 7 mode, EMC, Cisco UCS, Veritas NetBackup, Veritas Cluster Server, Veritas Storage Foundation, MS Exchange, Hitachi, HP, Dell, SAN/NAS, FC, NFS, SMB, iSCSI, Active Directory, LDAP, DNS, DHCP, MS-SQL, Oracle RAC, Time Series Databases, Zenoss, Splunk.