CONSULTING STORAGE ENGINEER SOFTWARE SUPPORT

Career Overview

Senior Storage Engineer with 39 years in technical and customer support roles. Effectively identifies problems using advanced troubleshooting skills. Adept at quickly resolving complex hardware analysis and connect issues with Hitachi Storage products in both Open Systems and IBM MainFrame environments.

Qualifications

- Strong analytical skills
- Hitachi Systems Support Project management
- Strong collaborative skills
- Capacity and scalability planning
- Optimizing and performance tuning
- Excellent problem solving skills

- Customer needs assessment
- Â Troubleshooting proficiency
- Exceptional telephone etiquette
- Patient and diligent
- Hitachi Software Storage Products expertÂ

Technical Skills

Skills	Experience	Total Years	Last Used
Hitachi Storage Products	expert	22	present
Hitachi hardware Failure Analysis	expert	19	present
IBM MF Systems Support	proficient	22	present
Hitachi and IBM Replication	proficient	19	present

Accomplishments

Reduced technical escalations to management by 30 % to only 2 - 5 per day.

Top representative in department in customer satisfaction

Multiple technical awards for work performance.

Received award for customer service recognition and ability to work well with the other team members.

Work Experience

Consulting Storage Engineer Software Support 09/2001 to Current Quotient Technology Inc.

- Provide technical assistance to HPE support organization on all third level escalations involving microcode bugs, PCB error analysis, Disk Drive error analysis Provide appropriate Action Plans to HPE Support Organization for corrective action on failed XP256/48/512/128/1024/24K/20K P9500 and XP7 products.
- Coordinate repair actions with account teams and provide onsite assistance where needed.
- Liaison to Hitachi factory in Odawara Japan.
- Maintain regular certification updates in Odawara Japan.
- Provide Software technical assistance to HPE Support Organization as needed in the areas of VM/ESA, z/VM, MVS/ESA, OS/390, z/OS,VSE/ESA, z/VSE, HP/UX, SUN Solaris, Windows NT.
- Provide technical assistance to HPE Support Organization in the areas of the various Hitachi Disk software products; HMDE (Hitachi Multiplatform Data Exchange), HOMRCF (Hitachi ShadowImage, HP Business Copy), HORC (Hitachi Open Remote Copy, HP Continuous Access), HXRC (Hitachi Extended Remote Copy), HRC (Hitachi Remote Copy), HUR (Hitachi Universal Replicator).
- Analyze GTF traces for the purposes of Problem resolution.
- Analyze the various Performance Monitors available on the Hitachi Disk products and IBM Performance Monitors for the purpose of resolving Hitachi Disk performance issues.
- Analyze UNIX IOSCAN output for debugging Hitachi Disk Product connectivity issues.
- IBM Mainframe LAB Build Initially set-up an AMDAHL 1000 CPU complex with z/OS 1.5 for the purpose of XP connection qualification and support to z/OS.
- Migrated to an IBM z13 class CPU Complex Upgraded z/OS 1.5 to V1.7, V1.9 then 2.2 Installed, set-up and maintained z/VM5.2 Upgraded z/VM5.2 to z/VM5.4 to z/VM6.3 Configured various LPARs for the purpose of field education, Proof of Concept testing and general connection support of the XP product.
- Setup an XRC environment for testing, education and implementation Setup an Hitachi Business Continuity Manager (BCM) environment for the purpose of testing, education and implementation Participated in the qualification of HyperPAV on the XP product and FICON Director support of the Brocade FICON Directors.
- Created DR solutions with HP XP customers that needed advanced DR solutions involving 2DC and 3DC setups.

Business Continuity Engineer 05/2000 to 10/2001 Danaher

- Provide technical assistance to field personnel in XP256/48/512/ XP128/1024/24K/20K product setup, site preparation, and Physical Install Planning.
- Gather XP256/48/512/128/1024 24K/20K error logs for problem analysis.
- Investigate problems reported by account teams and as opened by Automated Support System.
- Provide technical assistance to resolve malfunctions on the XP256/48/512/128/1024/24K/20K software products and services.
- Serve as a technical resource to answer technical questions and other questions associated with Hitachi products and/or services.

Technical Support Engineer 02/1993 to 05/2000 Hitachi Data Systems

- Provide technical assistance to field personnel in Hitachi Disk product setup, site preparation, and Physical Install Planning.

- Gather Disk product error logs for problem analysis.
- Investigate problems reported by account teams and as opened by Automated Support System.
- Provide technical assistance to resolve malfunctions on the supported software products and services.
- Serve as a technical resource to answer technical questions and other questions associated with HDS products and/or services.
- Provide Software technical assistance to field personnel as needed in the areas of VM/ESA, MVS/ESA, OS/390, VSE/ESA, HP/UX, SUN Solaris, Windows NT.
- Provide technical assistance to field personnel in the areas of the various Hitachi Disk software products; HMDE (Hitachi Multiplatform Data Exchange), HMBR (Hitachi Multiplatform Backup Restore), HRC (Hitachi Remote Copy), HXRC (Hitachi Extended Remote Copy), HODM (Hitachi Online Data Migration).
- Analyze GTF traces for the purposes of Problem resolution.
- Analyze the various Performance Monitors available on the Hitachi Disk products and IBM Performance Monitors for the purpose of resolving Hitachi Disk performance issues.
- Analyze UNIX IOSCAN output for debugging Hitachi Disk Product connectivity issues.

Systems Support Engineer

- Visited customer accounts to evaluate HDS installed equipment and assessed need for software/hardware assistance activities.
- Identified customers requiring potential product performance and capacity planning studies and communicates the potential with SE's and Marketing Representatives.
- Provided detailed technical support to assigned customers on both installed Hitachi Hardware and IBM Systems Software Support.
- Provided problem management through the use of LOGS and interfacing with Customer Support.
- Provided software training and guidance to CSR's and CSAR's.

Education and Training
BBA : Computer Methods 1981 Bernard M Baruch C.U.N.Y. City , State , USA
Certifications
HP MVP Achievement - HP 2002
HP StorageWorks XP Certification. HP -2000- 2012
Hardware Capacity Planning accreditation - HDS 1995 HP 2000
Hitachi Internal Product specification and Troubleshooting.- HDS 1994 HP 2000
Performance and Capacity Training on all the VM and MVS platforms. - IBM 1988
Interests
Amatuer Bowling tournament participant
Car EnthusiastÂ
Skills
Remote Replication
Capacity Planning
Hitachi Hardware
Customer Support
Data Migration
Debugging, HP, HP/UX, IBM, MVS, IBM Mainframe, MVS/ESA, OS 1.5, OS, OS/390
Problem analysis, Problem resolution
Software training
Technical support
Software Support
Troubleshooting, UNIX, VM, VM/ESA, VSE, OS 1.5, OS, OS/390
Additional Information

- Amateur Bowling tournament participant
- Car EnthusiastÂ