

Objective: To work in a full-time, Linux / Storage / Cloud / Virtualization role, which will continue to grow my technical aptitude and interact with customers, all while being part of an energetic team!

Technical Skills:

Operating Systems: Red Hat Enterprise Linux (and forks), Microsoft Windows desktop & server platforms, VMware ESXi v4.1 - 6.5, Apple OS X

Computing Hardware: IBM XSeries Servers, Dell Servers & Workstations, Intel-based Apple Mac Systems

Storage Hardware: Dell EMC PS Series (EqualLogic) Arrays, Compellent FC/iSCSI Storage Arrays, Dell EMC Isilon NAS and NETGEAR ReadyNAS

Network Hardware: Cisco Catalyst, Dell Networking (Force10 & PowerConnect) switches, NETGEAR Ethernet switches and Brocade & QLogic Fibre switches

Previous Technologies: 3Com/TippingPoint IPS200c, Array Networks SPX2000 SSLVPN, Checkpoint Secure Platform (SPLAT) - NGX R65, Promise Disk Arrays

Casual Familiarity: Ubuntu, RHEV, Git, SVN, WordPress, openVPN, AWS - EC2, EBS, Route53, Ansible

Certifications: RHCE #100-012-905, CompTIA Network+ & Storage+, SNIA SCSE, VCA5-DCV, VCA5-Cloud

Professional Experience

Consultant / Skills Based Engineer (SBE)

January, 2018 – Present

Dell EMC - Isilon

Nashua, NH

Dell EMC delivers technology solutions that enable people everywhere to grow, thrive and reach their full potential.

- Original member of a 9-person pilot program for Isilon Support out of New Hampshire, on a 5x8 1st shift, focusing on the NFS and CloudPools feature sets
- Created and maintain a virtual environment for team use to simplify deployment of Isilon testing simulators (7.2.1.x -> 8.1.0.x), along with Windows Server 2012R2 for AD & DNS, RHEL for NIS, Kerberos and GitLab CE
- Handle and address front-line escalations for customers, which can be done via chat or phone, as well as live triage with the customer

Senior Advisor / Master Pro Support Engineer (L3)
2018

November 2011 – January,

Dell EMC - EqualLogic

Nashua, NH

- Level 3 Support escalations on a 4x10 2nd shift for the EqualLogic product line, which included:
 - Direct customer contact via phone, email and desktop sharing services (WebEx)
 - Product triage of entire customer iSCSI ecosystem (server, network, storage)
- Systems and Storage Administrator for upkeep of a Global Tier-1, mission-critical Oracle Enterprise Linux server
- Performance testing of EqualLogic arrays utilizing diskspd, vdBench and/or IOMETER on their respective host Operating Systems
- Implemented version control for support-created scripts

- Script creation for personal and department use, allowing engineers to triage and develop customer-facing action plans in shorter periods of time, allowing for quicker case closure and increased customer satisfaction
- Developed and delivered Linux efficiency training for all local employees and travel to other sites to deliver training as requested
- Assisted and mentored junior engineers, new hires and peer engineers with policies and procedures, along with offering triage recommendations to aid in problem resolution
- 9-time award winner for Individual Performance

Owner

2005 - 2015

O'Loughlin Technology & Computing, LLC

Nashua, NH

At O'Loughlin Technology & Computing, LLC, I was able to provide technology assistance to home users and small businesses.

- Sold services and products suited to client needs, including myself as the single point-of-contact for all technology needs
- Designed, configured and implemented custom technology solutions for home users and small businesses
- Triageed and resolved system impairments while upselling products for recurring revenue
- Served as a reseller of avast! Security software for Massachusetts, Maine & New Hampshire based clients
- Repeat NETGEAR beta tester for Routers, Switches, Firewall and Wireless device hardware and firmware

**IT Administrator / CISO
-2011**

2008

Institute for Health Metrics

Burlington, MA

Institute for Health Metrics is/was a privately funded not-for-profit organization focused on developing an electronic data analytics system to support quality and operational improvement in hospitals and research in public health and health care services.

- Created, maintained and resolved all issues concerning Red Hat / CentOS Linux Servers, including server VM (and image) creation, OS hardening and Open Source application integration
- Designed, implemented and maintained a scalable VMware ESX 4 virtual environment utilizing 24TB of EqualLogic iSCSI storage and Dell server hardware
- Supported all business units, which included researching and deploying 3rd-party applications to solve business needs
- Administered a Checkpoint NGX R65 firewall cluster, IPSec and SSL VPN devices/networks, Foundry core network switch and Intrusion Prevention System, along with an APC Battery and Cooling Infrastructure
- To secure Meaningful Use, Phase 1 Certification, I designed and demonstrated a secure file transfer process in the event of VPN failure

Technical Operations Engineer

2006 – 2008

PAREXEL

Lowell, MA

PAREXEL is a leading global bio/pharmaceutical services organization that helps clients expedite time-to-market through our development and launch services.

- Setup, configured and maintained workstation and server hardware/software used to support the infrastructure and data capture technologies
- Troubleshoot and resolved problems with Production and Infrastructure systems, pertaining to the Red Hat Linux OS, as well as the combined Apache Tomcat and the Java Runtime environment

- Administered 2Gb/s Fibre attached EMC CX3-80 CLARiiON SAN, including RAID group & LUN/MetaLUN creation, migrations and expansions, as well as upgrades to Storage Processors & Disk Array Enclosures as necessary
- Created Bash & Perl scripts to automate software installations, create custom configurations, perform maintenance activities and disaster recovery
- Created Installation Qualification documents to ensure that all hosts and software packages are installed correctly and to specification
- Maintained Dell/CommVault backup system for multiple locations, including monitoring for backup success/failure and data restoration requests

Technical Services Engineer III – Customer Service

2000 - 2006

uReach Technologies / Priority Call Management

Wilmington, MA

uReach provided enhanced communications solutions for small businesses, mobile professionals and personal use.

- Utilizing SecureCRT, supported the proprietary Oryx® intelligent telephone system, which included: diagnosing and resolving incorrect call flow, T1, ISDN and SS7 signaling problems, Operating System and software related issues
- Provided project management for existing customers, including daily updates, project plans, and demo environments for system upgrades
- Traveled both domestic and internationally to customer locations, acting as Customer Service liaison, to perform both troubleshooting and system replacements and/or complete installations
- Provided on-site product training and assisted with necessary network integration requirements
- Handled configuration and migration escalations for proprietary software, working issues until completion
- Served as department Linux server Administrator for file shares, websites and created/maintained script-based backups
- With a reduction in workforce, acted as a Systems Engineer, Field Service Engineer and PBX Administrator, along with my assigned position of Tech Services Engineer III

Education:

Northeastern University

Boston, MA

Bachelor of Science Degree in Business Administration

June 2001

Dual Concentration: Management Information Systems / Supply Chain Management