

R O B E R T S H U G R U E

<https://www.linkedin.com/in/robertshugrue/>

Austin, Texas 78641

512.591.8649 / resume@robertshugrue.com

CUTTING-EDGE ENTERPRISE STORAGE SUBJECT MATTER EXPERT

Advocate of Forward Thinking | Maximizing Resources & Efficiency | Innovator of Automation

Senior Storage Subject Matter Expert with excellent technical and communication skills. Comprehensive knowledge of datacenter procedures and industry best practices. Manage enterprise compute environments from architecture to implementation, from day-to-day maintenance / operations to outage support, and from security hardening to performance tuning. Provide timely and innovative solutions. Offer rapid recovery from crisis situations. Independently motivated to identify efficiency enhancements that increase team productivity, thus decreasing infrastructure costs. Specialized knowledge of SAN/NAS storage implementation, administration and capacity planning allows skilled use of scripting and training to automate and streamline processes, maximizing resource utilization.

CORE COMPETENCIES

Storage and Capacity:	SAN (EMC, IBM), NAS (EMC, NetApp), DAS, iSCSI, SAS, SCSI, Spindle Management, Traffic Management and Routing, Data Migration and Centralization, Capacity Planning and Management
Storage Area Networks:	Brocade FOS, Cisco NX-OS, LUN Masking, WWPN/Port Zoning, Aliases, ISLs, Trunking, ASICs, Long/Shortwave Fibre, SFPs, Initiators, Targets, FCoE, FCIP
Enterprise Datacenter:	Application & Database(Oracle, SQL) Server Environments, Virtualization through VMware, Cloud through AWS, Rack Consolidation through Blade Servers, Datacenter Layout & Design (Managing Power/Heat/Space), Process Automation, Configuration Management, Ticketing/Change Management Systems (Maximo, Remedy, ServiceNow)
Architecture:	ITIL Standards, ISO 9000, Best Practices, Infrastructure Planning (Core Services, Disaster Recovery), Space & Capacity Planning, Technology Roadmaps, Architect Planning (Device EOL Replacement, Future Growth/Capabilities, Customer Requirements/Wish Lists, Integration & Compatibility, Return On Investment, Budget Restraints), Subject Matter Expert [SME] (Go to for Subject Matter, Contribute to Tools, Contribute to Best Practices, Lead by Example, Mentor, Write Technical White Papers, Provide Expertise to Architect Team)
Backup/Restore:	Veritas NetBackup, Commvault, Physical Tape Libraries, Virtual Tape Libraries (VTL)
Operating Systems:	Solaris, Linux, HP-UX, AIX, Windows Server-2008-2012-2016, Mac OSX
Programming/Scripting:	PowerShell, UNIX Shell scripting (bash, ksh, sh, csh, tcsh), Python, PERL

PROFESSIONAL EXPERIENCE

IBM, Dubuque, IA (Remote from home in Austin, TX)

2014 - 2019

Enterprise Storage Subject Matter Expert

- Provided senior enterprise storage guidance, administration and support for government transportation client:
 - Architected and implemented projects, allowing for decreased cost of design, increased stabilization of environment, transitioning to new technologies with no interruption of service or impact to customer.
 - Created, developed, and improved customer relations, establishing productive communications and winning customer loyalty.
 - Administered training and guidance to storage administration team, providing client perfect storage implementation record.
 - Produced and presented monthly executive presentations portraying stability, efficiency and capacity of storage environment.
 - Created custom automation and information gathering scripts (PowerShell/Shell), providing additional value to customer and increasing team efficiency by reducing creation of standard designs from 2-3 hours to 30 minutes.
- Contributed as editor to IBM SAT tool (automated health checking and problem determination tool for storage devices), providing expertise and creating code to verify and set IBM Global Storage policies for EMC and IBM devices.

CDI CORP (contracted to IBM), Dubuque, IA (Remote from home in Austin, TX)

2010 - 2014

Enterprise Storage Subject Matter Expert

2011 - 2014

- Provided senior enterprise storage guidance, administration and support for government transportation client:
 - Architected and implemented projects, allowing for decreased cost of design, increased stabilization of environment, transitioning to new technologies with no interruption of service or impact to customer.
 - Created, developed, and improved customer relations, establishing productive communications and winning customer loyalty.
 - Administered training and guidance to storage administration team, providing client perfect storage implementation statistics for more than a year.
 - Produced and presented monthly executive presentations portraying stability, efficiency and capacity of storage environment.
 - Created custom automation and information gathering scripts (PowerShell/Shell), providing additional value to customer and increasing team efficiency, reducing creation time of standard designs.

CDI CORP (continued)**Enterprise Storage Engineer**

2010 - 2011

- Provided senior enterprise storage administration and support for multiple Fortune 500 companies:
 - Designed and implemented advanced technical solutions for multiple clients, resulting in increased stability and efficiency in storage environment.
 - Developed interpersonal relationships with customers, providing go-to person for any issues or concerns.
 - Provided guidance to junior team members, growing and developing crises handling skills.
 - Created robust scripts (PowerShell/Shell), capable of handling multiple clients and dynamic environments.

ACTIVANT SOLUTIONS, Austin, TX**2008 - 2010****Enterprise UNIX/Windows Systems Engineer**

- Administrated enterprise class UNIX/Windows servers and VMware ESX clusters, providing a robust physical and virtual environment that housed Oracle/SQL Databases, Web Servers, POS Applications, Active Directory and LDAP.
- Provided design, administration, maintenance, rejuvenation and capacity planning for enterprise storage, supporting ever increasing performance demands.
- Continual Evaluated storage systems for chokepoint resolutions and efficiency gains.
- Researched, designed and implemented security controls and testing procedures that passed all audits.
- Restructured backup infrastructure, increasing successful backup statistics from 60 to 95% reliability.
- Designed and implemented datacenter layout that corrected inefficient air-flow thus reducing cooling cost by a third.
- Performed internal Sarbanes-Oxley auditing, providing compliance documentation.

NORTHROP GRUMMAN, Austin, TX**2006 - 2008****Enterprise UNIX Systems Engineer**

- Administrated enterprise class UNIX servers to support Oracle, SAP, Web servers, POS Applications, DMZ servers, DNS and LDAP.
- Provided capacity planning and administration for EMC and NetApp storage, giving management future predictability.
- Architected and implemented datacenter refresh for state health care system with zero downtime, providing redundant disaster recovery solution between two sites hundreds of miles apart.
- Devised and actualized datacenter move for multi-state electronics benefit transaction system with zero downtime.
- Designed and installed backup infrastructure refresh, supporting additional storage and providing 99.9% success rate.
- Developed and maintained backup infrastructure for multiple state agencies, establishing reliable recovery capabilities.
- Researched, designed and implemented security controls and testing procedures and provided compliance and audit documentation.
- Documented departmental procedures and processes and performed internal Sarbanes-Oxley auditing.

APPLIED MATERIALS, Austin, TX**2005 - 2006****Enterprise UNIX Systems Engineer**

- Administrated enterprise class UNIX servers to support Oracle, SAP, Web servers, DMZ servers, DNS and LDAP.
- Converted datacenter to redundant power sources for all equipment with not outages.
- Researched patch upgrade path/viability and provided patch installations.
- Created and administrated internal System Administration resource web site, increasing team efficiency.
- Developed and supported backup solutions, integrating disparate technologies via dedicated backup LAN/SAN.
- Maintained Sarbanes-Oxley compliance through investigation and remediation of non-compliant findings.

ADDITIONAL RELEVANT EXPERIENCE**FREESCALE (Formerly Motorola), Austin, TX, Enterprise UNIX Systems Engineer****EDUCATION****Associates in Applied Science (AAS), Electronic Engineering, ITT Technical Institute, Austin, TX****ITIL Certified (11/2006): Foundation Certificate in IT - Service Management**