

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

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## 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 advancements that provide increasingly productive team, 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

<b>Storage and Capacity:</b>	SAN (EMC, IBM, HP), NAS (EMC, NetApp), DAS, iSCSI, SAS, SCSI, Spindle management, Traffic Management & Routing, Data Migration & Centralization, Capacity Planning & Management
<b>Storage Area Networks:</b>	Brocade FOS, Cisco NX-OS, LUN Masking, WWPN/Port Zoning, Aliases, ISLs, Trunking, ASICs, Long/Shortwave Fibre, SFPs, Initiators, Targets, FCOE
<b>Enterprise Datacenter:</b>	Application & Database(Oracle, SQL) Server Environments, Virtualization through VMware, Cloud through Azure, Rack Consolidation through Blade Servers, Datacenter Layout & Design (Managing Power/Heat/Space), Process Automation Configuration Management, Ticketing/Change Management Systems (Maximo, Remedy, ServiceNow)
<b>Architecture:</b>	ITIL Standards, ISO 9000, Best Practices, Infrastructure Planning (Core Services, Disaster Recovery), Space & Capacity Planning, Technology Roadmaps Across All Domains, 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)
<b>Backup/Restore:</b>	Veritas NetBackup, Commvault, Physical Tape Libraries, Virtual Tape Libraries (VTL)
<b>Operating Systems:</b>	Solaris, Linux, HP-UX, AIX, Windows Server-2008-2012-2016, Mac OSX
<b>Programming/Scripting:</b>	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, reducing creation of standard designs from 2-3 hours to 30 minutes.
- Contributing 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 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, reducing creation of standard designs from 2-3 hours to 30 minutes.

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

**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 2 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 recovery capabilities.
- Researched, designed, and implemented security controls and testing procedures, providing 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, supporting Oracle, SAP, Web servers, DMZ servers, DNS and LDAP.
- Converted datacenter to redundant power sources for all equipment, creating and maintaining storage solutions.
- Maintained patch upgrade path, providing 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