

Phone: [REDACTED]; Email: [REDACTED]

Professional Summary:

4 years experience enabling sales as a Solutions Delivery TME and Lab Manager. This position included assembly and management of servers, switches, routers and storage racks.

The role also included working on Systems Engineer Help Desk to provide exemplary pre-Sales Support to field engineers, Internal Systems Engineers, Product Managers and Solutions Engineers in the areas of RFP information generation, SAN technology management and troubleshooting, IP infrastructure management, Server Virtualization using VMware and Microsoft's Hyper-V infrastructures, Server Connectivity management with Brocade's HBAs, 10Gig CNAs and 16Gig Fabric Adaptors.

Other aspects of this role involved:

- Interpreting and clarifying Brocade Business Policy to field engineers to ensure a better understanding of SLAs.
- Providing support for Proof of Concepts, Lab Infrastructure, and Customer Demonstrations for Systems and Field Engineers, Solutions Architects, Test Engineers, Solutions Engineers, Strategic Alliance Engineers, and the Interoperability Solutions Engineer Teams.

Experience:

Brocade Communication Systems Inc., San Jose, CA –

7/2008 – Present

Technical Marketing Engineer – Solutions Delivery/Solutions Lab

- Providing exceptional and responsive support to Systems Engineers, Solutions Architects, Solutions Engineers, and Test Engineers in Ethernet and Fiber Channel in the area of:
 - Setup of different sections of the network equipment including Servers, Switches/Routers and Storage Emulation (End-to-End Solutions):
 - Brocade Product Customer Test Validation Proof of Concepts (POCs)
 - Brocade Product Customer Acceptance Testing (CATs)
 - Brocade Product Demos
- Management of Brocade Solutions lab
 - Build racks with populated switches, routers, servers and storage equipment and manage them using deep understanding of power, airflow and real estate management to minimize power consumption, maximize efficient use of airflow for cooling and reduce rack space through efficient use of resources.
 - Setup, Configure, and Manage Networking equipment (Brocade Switches and Routers), Manage Servers (Dell, IBM, HP...) and SANBlaze storage appliance, with experience in Cable Management
 - Address Requests from System Engineers, Solutions Architects, Test Engineers in areas of device/hardware allocation for testing, POCs setups based on requirements, Information needs Device/System requirements, Cabling requirements and Overhead requirements (Resource allocation - Contractors)
 - Setup and troubleshoot server issues in the Proof-of-Concept lab on different platforms:
 - Windows XP, Windows 2003, Windows 2008, Windows 7, Linux Redhat 5, CentOS, VMWare's infrastructure ESX/ESXi versions 4.0, 4.1 and 5.
 - Supervise four (4) infrastructure team Contractors in daily lab events, tasks, and projects.

Key Projects:

- Performed Systems Analysis, Design and Lab Upgrade of Solutions Delivery (Remote SE) Lab.
 - Analyzed current systems and determined which ones needed upgrades to enhance effectiveness of the lab
 - Created a Business plan for the Remote SE Lab
 - Upon manager's approval, worked with IBM and Dell contacts to purchase the needed equipment and then replaced obsolete equipment (Servers, Switches, HBAs and Storage) with the new ones.

With the virtualization solution I designed, the lab was able to consolidate all the equipment thereby reducing the physical real estate by 50%.

This also saved the company thousands of dollars in cooling, rack space, power and third-party hardware.

My documentation enhanced the Remote SE Lab efficiency by optimizing equipment usage and property management.

- Setup and documented Brocade's Application Resource Broker to demonstrate Server load balancing using VMware's infrastructure and Brocade's Virtual Cluster Switching technology on Ethernet Fabrics with Brocade's VDX switch.
 - This project increased sales of the Brocade ServerIron Layer 4/7 switch/router.
- Performed verification testing on the Administrator's guide documentation for Brocade's TurboIron, FastIron and 6910 Ethernet Access Switches.

The results generated from these tests were used to improve and clarify Brocade Administrator's guide documentation making them easier to understand and more concise.

- Provided support in areas information gathering and problem solving in response to requests made by field Systems Engineers in the areas of SANBlaze Storage appliance, VMware and Lab infrastructure and coordinated and purchased entire list of equipment on the Brocade VDX launch in the fall of 2010.
- Installed and configured entire lab's IP infrastructure routers/switches in the Brocade Solutions lab providing support in troubleshooting network outages due to switching and routing issues
 - Installed and configured network monitoring tools (Brocade Network Advisor) and tested the networking monitoring features for the Brocade Solutions lab to detect network outages or lack of connectivity to devices using the alert features.
- On a team of three, provided all support to remote Labs in Chicago and Herndon in building a solutions lab by purchasing the Ethernet and Fiber Channel equipment needed based on their features and pre-staged them so they are readily available for installation upon arrival at the remote sites.
- Pre-staged Brocade Encryption Switch Solutions using a group leader and a member node cluster with a NetApp Keyvault Manager for several Customer POCs.
- On a team of five, rebuilt the Brocade POC/Solutions lab to accommodate new Brocade Ethernet and Fiber Channel Gear while addressing Customer test plans based on input from System Engineers, Architects and Test and Solutions Engineers based on the company's future vision.

Skills:

The above listed projects showcase my abilities to efficiently gather Information in various technologies including networking, storage, and servers in both Software and Hardware.

These projects also illustrate a proficiency in Setting Up, Configuring and Managing Brocade Switches: LANs, SANs (Ethernet and Fiber Channel), Windows and Linux (Complete list upon request) Hyper-V and VMware Virtualization (Installation, Configuration and Management)

Education:

San Jose State University, San Jose, CA

Bachelor of Science, Management Information Systems (Database Administration and Information Security), 5/2008

Global Knowledge, Santa Clara, CA

Windows Server 2008 – Training, 10/2009

Installation, Configuration and Management

System Requirements, Roles, Features and Components

Patch and Security updates

DeAnza College, Cupertino, CA

IP Networking Fundamentals – Training, 4/2010

Basic Switching and Routing Concepts, OSI Layer and TCP/IP Models, Networking Topologies (Physical and Logical)

Brocade University, San Jose, CA

Brocade Certified Fabric Professional – Training 11/2008

Zoning

Traffic Isolation

Fiber-Channel Routing

Access Gateways

Brocade University, San Jose, CA

Brocade Certified Network Engineer – Training 11/2011

Basic Switch and Router Configuration

Basic Switching and Routing Protocols

OSPF, RIP, BGP,

VLANs, Trunking, Spanning Tree, Access Control Lists

Global Knowledge, Santa Clara, CA

VMWare Install, Configure and Manage – Training, 11/2010

Installation

ESX/ESXi Server

VMware Vcenter Server

VMware Vsphere Client

Configuration and Management (Complete list upon request)

Virtual Switches

Virtual Machines

Features (Vmotion, Snapshots, Migration and Alerts)

Datastores

Certifications:

Brocade Certified Fabric Professional - Certification, 1/2009

Brocade Accredited Inter-Networking Specialist - Accreditation, 6/2011

Brocade Certified Network Engineer - Certification, 3/2012

References:

Available Upon Request