

KEVIN M. PARKER, NACE, EMCTA, MCP, A+
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CAREER PROFILE

- Eager to contribute to the success of a progressive company which maintains a strong sense of technical leadership, and quality services/products.
- Qualified by N.A.C.E., EMCTA Proven Professional, M.C.P., A+, NetApp Storage specialty, technical experience and intuition, business education, customer service and management experience, advanced interpersonal skills.
- Talent for managing projects, analyzing problems, developing and simplifying procedures, and finding innovative and creative ideas. Passionate about operational excellence.
- Highly motivated, energized to pursue higher education & certifications in technical disciplines, professional appearance, strong work ethic, self-disciplined; available as needed for training, travel, and overtime.

TECHNICAL SKILLS

NetApp Data OnTap and storage H/W platforms	Windows Server & UNIX OS environments
NAS and SAN expertise, in virtualized environments	Microsoft Exchange, SQL and IIS experience
N.A.C.E., EMCTA, M.C.P., A+ certifications	PERL/UNIX/Windows shell scripting environments
Building large and scalable storage infrastructures	Cisco MDS and Brocade SilkWorm expertise

PROFESSIONAL EXPERIENCE

Storage Team Lead, Enterprise Storage Engineer

Column Technologies Inc, Contractor to IBM Global Services, Raleigh, NC

(April 2008 – Present)

Dedicated to *The Hartford Financial Account*

Achievements

Provide architecture consulting, design, operations and implementation services for advanced storage solutions in a +1.5 Petabyte NetApp environment. Supervise and provide Team and technical leadership/direction on a team of 10 Storage Engineers. Consult on existing storage configurations and provide enhancements where available. Administer end-to-end storage environment for +230TB VMware storage environment. Implement improved NetApp NAS storage solutions where needed via storage and file virtualization. Leverage available tools for storage administration, DFM/Operations Manager, UNIX shell, Windows scripts, Acopia/F5 Networks ARX. Design and execute automated PERL scripts for scale-up and scale-out initiatives. Create advanced storage and replication solutions for VMware hosting and Exchange email archive groups. Lead project to de-duplicate data where possible across entire enterprise. Provide scripted reporting mechanism for de-duplication across storage areas. Lead ISeC security baseline initiative where heightened security baseline provisioning is applied to all NetApp FAS and IBM N-Series managed accounts (IBM-wide project). Provide escalations management in urgent availability case handling. Seamlessly migrate CIFS and NFS client data to more efficient and cost-effective storage tiers. Perform upgrades and maintenance during times of least customer resistance and impact. Assure that capacity planning flows smoothly and in a timely fashion. Provide continuous improvement on SLA attainment. Document procedures and infrastructure where needed. Implement the vision and objectives of the account team, ensuring best-of-breed NetApp solutions are offered and applied.

Senior Storage Solutions Engineer

NWN Corporation, RTP, NC

(Aug 2007 – March 2008)

Achievements

Provide consulting, design, and implementation services for advanced storage solutions. Client install base is NetApp or EMC SAN/NAS storage. Collaborate in pre-sales process to ensure clients' storage requirements are met and expectations exceeded. Consult on existing storage configurations and provide enhancements where available. Implement enhanced storage solutions for new and existing clients, including hardware design and upgrades, software consulting and implementations, Exchange and SQL implementations and migrations, SAN Fabric design/implementation including FC switch configurations and zoning (Cisco MDS, Brocade, McData), and data storage migrations. Serve as the NetApp technical lead for all NWN provided storage infrastructures.

Drive VMware virtualization initiatives as physical infrastructure becomes storage entities. Consult and implement WAN optimization technologies as they pertain to storage efficiencies. Remain up to date and trained in all modern storage trends. Help drive goals of NWN's storage practice to provide superior storage, backup, virtualization, and business continuity environments for client base.

Professional Services Engineer III

NetApp, RTP, NC

(April 2004 – July 2007)

Achievements

Responsible for eastern Carolina territory, providing on-site pre- and post-sales services for Top Enterprise customers. Accountable for architecture, design, deployment, and ongoing operational services support of the customer's complex technical data management infrastructure. Work with sales team to present solutions and implement designs to meet the customer's unique business and technical requirements. Create, architect, and implement data migration strategies. Responsible for providing superior Professional Services to the Cisco global NetApp Storage environment. Consult with client to promote NetApp best practices for storage management. Provide Cisco with services involving everything from hardware installation to overall systems management. Ensure Cisco is furnished with world-class resources so as to guarantee a best-of-class storage environment. Share responsibility for 350+ NAS systems, all geographically located around the globe. Develop and maintain UNIX and Windows scripts to automate and scale out the administration of all systems. Functioned as Technical Lead to innovate processes, procedures and scripts to ensure successful migration of 90+ remote NAS systems (complete hardware refresh). Develop and design plans and procedures to migrate all systems from NT4 domain affiliation to Active Directory. Ensure uptime and overall good health of P1 mission critical storage appliances in major data centers.

Systems Administrator

GE ITS/Compucom Systems on site at Cisco Systems, Inc, RTP, NC

(Dec 2000– April 2004)

Achievements

Remotely administer 290 file/print and application servers in field locations in North and South America theatres. Remote administration of all NetApp Filers and Windows 2000 servers; directly responsible for 4.2+ TB of client data. Standardize CIFS/NFS security, network, and other configurations to all servers. Roll-out configuration changes and options for all global servers, working in context of Global Technical Lead for all NetApp Filers. Key role-player in project to consolidate remote storage sites into centralized, WAN-based storage sites. Major role-player in project to combine NAS storage support to be compatible with all computing environments within Cisco's support structure (CIFS, NFS, HTTP protocols and standardized hardware). Implement scripted automation to maintain standardization. Technical Lead on project which migrated file services from NT (Direct Attached) storage to NetApp filer platform at 90+ locations/8500+ users in 6 month time frame. Oversee replication of "Video On Demand" content across all theatres. Use Cisco internal enterprise management applications to ensure hosts meet uptime requirements. Propose best practices/process control improvements within Enterprise Hosting Operations. Develop/test automation projects and implement concept improvements.

Systems Administrator

McKinney & Silver/marchFIRST, Raleigh, NC

(Nov 1998 – Nov 2000)

Achievements

Administer support for all servers and workstations at McKinney & Silver. Standardize all equipment, soft wares, and I.T. policies & procedures. Administer NetWare 4.11 and Windows NT 4.0 network (IIS, SQL and Citrix Terminal Servers). Supervise software distributions and updates with Novell Z.E.N.Works. Provide published applications and Remote Access through Citrix Metaframe Server. Work closely with company officers to develop corporate objectives of I.T. planning and development. Design and plan the migration from GroupWise 5.2 to MS Exchange Server 5.5. Design and publish extranets on IIS web servers for the benefit of external clients. Support Redhat Linux 6.0 FTP Server. Provide support for 3 business impacting proprietary databases. Prepared for and ensured Y2K compliancy throughout the company.

Field Network Engineer

Compucom Systems on site at BB&T bank, Wilson, NC

(Dec 1997 – Nov 1998)

Achievements

Install, Move, Add, and Configure PC's at BB&T Corporate Operations Center. Advise on system configurations. Troubleshoot network/hardware/software issues. Configure system environments, LAN/Mainframe/Dial-in connections for Netware and NT Domains, network "cross-connects" for Token-Ring and Ethernet environments. Configure workstations to communicate with IBM Mainframe through 3270 and 5250 (AS/400 Midrange) Emulators. Work closely with Client/Server Department to ensure successful fulfillment of client SLA's. Responsible for all tasks/work orders in a Help Desk queue, managing three engineers in their pursuit of completing tasks. Completed work orders at a rate of 100% within SLA.

Technical Sales Consultant

CompPro, Inc., Cary, NC

(Sept 1997 -Dec 1997)

Achievements

Solicit new business from prospective business clients in N.C. territory. Consult with clients for custom designed P.C. systems, system/network service contracts, network engineering, technical outsourcing, and web site design and hosting. Produced all marketing materials/concepts needed for advertising and client reference.

Division Sales Manager/Computing User Advisory Group

Fastenal Company, Raleigh, NC

(Sept 1994 - Sept 1997)

Achievements

Increased sales by 148% in 2-year time frame. Advised User Advisory Group, challenged to counsel revision of company's P.O.S. system. Collaborate with nation-wide managers and consultant agency to provide for improved point-of-sale system. Manage sales representatives, overseeing weekly schedules and ensuring customer requests are met. Coordinate all business procedures: sales, expediting orders, purchasing inventory, debt collections. Train new employees on product lines and business techniques. Develop marketing strategies aimed at direct and indirect channels.

EDUCATION

Bachelor of Science, May 1994
Elon College - Elon College, NC

A+ Certification, Jan, 1998 The Computer Lab
N.A.C.E. Certification, February 2007

Major: Business Administration - Finance Emphasis
Minor: Economics

M.C.P. Productivity Point International
EMCTA Proven Professional Certification, Dec 2007

ACTIVITIES

- Language Proficiency: fluent in Portuguese, proficient in Spanish, effective command of English language
- Travel Experience - resided in 5 countries (4 continents), and traveled to 32 other countries
- Sigma Chi International Fraternity - Executive Committee, Fund-raiser Chair ('92-'94), Ritual Chair ('93-'94)
- Student Representative, Elon College Admissions, Elon College, NC (May 1993 - May 1994)
- Agent/Internship, Northwestern Mutual Life Insurance Company, Greensboro, NC (October 1993 - May 1994)