Brandon Kitchen
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Certifications

- **NetApp Certified SAN Implementation Engineer 7-Mode and Clustered ONTAP (NCIE-SAN)**
- **NetApp Certified Backup and Recovery Implementation Engineer 7-Mode (NCIE-B&R)**
- **NetApp Certified Data Management Administrator 7-Mode and Clustered ONTAP (NCDA)**
- **Red Hat Certified Engineer (RHCE Certificate 803004733211574)**
- **VMware Certified Professional (VCP3)**
- **Symantec Certified Specialist (Netbackup 6.5 for Unix)**

Employment History

Solutions Arhictect
Datalink, Chanhassen MN
February 2008–Present

Provide pre-sales solution design and post-sales implementation services for enterprise and mid-tier accounts in southeast United States. Focus technologies include the complete NetApp hardware and software stack, server and storage virtualization, and disaster recovery solutions.

- Lead engineer for Datalink's largest enterprise customer in the Carolinas. Datalink revenue for this account was approximately $13,500,000 in 2013. During my tenure with this account revenue grew from $500,000 in 2008 to $13,500,000 in 2013.
- Selected to attend Datalink President's Club for my performance during calendar years 2010, 2012, and 2013.
- Grew revenue in a new account in the media and publishing sector from $0 in January 2014 to $3,000,000 by May 2014.
- Used professional services to build trust with a new mid-sized customer in the healthcare industry in late 2010. This initial services engagement led to approximately $100,000 in maintenance and hardware business with follow on business of $1,000,000 since the initial engagement.
- Migrated 100TB of data from two old nodes in an existing 4 node clustered ONTAP array to two new nodes during business hours with zero impact to users and no downtime for a large healthcare company.
- Migrated a large healthcare company from a NetApp FAS3070 HA-pair to a NetApp FAS3170 HA-pair with minimal downtime and zero data loss.
- Performed extensive proof of concept demo for a SQL Server data warehouse project that resulted in more than $500,000 in revenue for Datalink.
- Played a key role in expanding Datalink's presence and becoming the trusted advisor to a large enterprise account in Raleigh, NC. This expanded presence resulted in nearly $2,000,000 in revenue for Datalink during fiscal year 2009.
- Migrated 5 TB of file data from EMC Celerra to NetApp FAS2050 for a large software company based in Raleigh, NC..
- Implemented NetApp FAS6040 cluster for the city of San Antonio, Texas in June 2008.
- Obtained various industry certifications as necessary to help Datalink maintain the highest discount levels with our partners.

IT Manager
Alcatel-Lucent, Raleigh NC
February 2007–November 2007

Promoted to manager of a team of five analysts responsible for all computer and network operations at Alcatel-Lucent's Raleigh facility. Duties included defining team and individual objectives and measuring progress against the objectives, assisting team members with complex technical issues, managing NetApp storage capacity, and providing second level support for desktop issues for a network of 500+ clients.

- Improved help desk user satisfaction from 95% to 97.3% in less than 6 months after becoming manager.
- Implemented Red Hat Network Proxy server for patch management of internal Red Hat clients. The proxy server provided a central point of distribution and management for all security patches and bug fixes distributed for the various releases of Red Hat Enterprise Linux in use at our facility.
- Worked with global DNS team to migrate to QIP solution for world wide IP and namespace management.
- Worked with business unit managers to upgrade NetApp storage array to new NetApp solution with more capacity. This project also entailed migrating to a modern tape backup solution.

Senior IT Systems Analyst
Alcatel USA, Raleigh NC
February 2001–February 2007

Served as the senior technical adviser on a team of analysts responsible for all computer operations and network security at Alcatel's Raleigh facility. Served on multiple corporate technology teams responsible for defining the overall direction and strategy for Alcatel's world-wide IT infrastructure.

Achievements:
- Migrated 5 TB of company data from a Hitachi 9960 to NetApp 940 storage appliances. This migration saved the company $8,000 per month in recurring lease payments.
- Migrated from a tape only backup solution to a disk to disk to tape solution utilizing a NetApp Nearstore R200 storage appliance. This migration sped up data restores and made it possible for users to do self service restores, thereby reducing help desk call volume.
- Implemented a server monitoring solution on Linux using Nagios to monitor multiple Unix and Windows servers as well as our network switches and routers.
- Implemented a server and network capacity planning solution on Linux using Cacti and RRDtool. This solution allowed the company to better respond to changing IT needs by maintaining historic server performance and network bandwidth statistics.
- Relocated to a new facility over a 3 day weekend with no impact on the user community. All datacenter systems and services were functional before the first employee arrived at the new facility.
- Installed and configured a Sun Fire 4800 server in dual partition mode with 2 domains for a critical customer demo that generated significant revenue for the company.
- Migrated 3 TB of engineering data from an EMC Symmetrix 8760 storage array to a Hitachi Lightning 9960 storage array.
- Migrated critical network services (DNS, NIS, Sendmail/Imap) from a Sun E3000 running Solaris 7 to a Sun E3500 running Solaris 8 with no impact to the user community.
- Implemented TightVNC for use by the System Test group so they could run tests remotely over dial-up lines.

Senior Network Administrator
Sourcealliance, LLC, Morrisville NC
January 2000–January 2001

Served as technical lead of a team of administrators responsible for all computer and network operations at an e-commerce company. Managed the relationship with Sitesmith, which was the hosting partner Sourcealliance selected to host all production systems. Received an award from the CEO for my role in the Sourcealliance facility move.

Achievements:
- Built the corporate IT infrastructure (all servers, switches, routers, firewalls, etc) from the ground up under severe time constraints.
- Migrated the development environment from Sun servers to HP servers in less than one month. All services, from the back-end Oracle database servers, to the front end web servers were migrated with no impact on web site development deadlines.
- Migrated the corporate firewall (Checkpoint Firewall-1 and VPN-1) from a Windows NT server to a pair of Nokia IPSO based IP440 firewall appliances.
- Migrated DNS for 12 domains from an external provider to an internal Sun server reducing monthly IT expenses by $500/month.
- Implemented the production web server farm using HP servers, iPlanet Webserver, and F5 BigIP load balancers.
- Implemented a content replication system for moving web content from development to production using open source software and ksh scripts that saved the company thousands in software licensing costs.
- Successfully integrated the Unix fileservers with the Windows 2000/NT environment using Samba.
- Helped plan and execute two data center moves and one complete facilities relocation.
- Migrated network infrastructure from Nortel to Cisco equipment during facility move with no impact on the user base.

Complete work history available upon request.

Technologies Managed During My Career

Operating Systems: Linux (Red Hat Enterprise Linux, CentOS, Ubuntu), Windows (Server 2012, Server 2008, Server 2003, 7, XP), Solaris (10, 9, 8), HP-UX (11, 10.x), OpenBSD.

Hypervisors: VMware vSphere 3.5, vSphere 4.x, vSphere 5.x.

Storage Technologies: NetApp FAS8000 series, FAS6200 series, FAS3200 series, FAS2200 series, EMC Clariion series, Hitachi Lightning 9900 series, ATL tape libraries, Quantum / Adic tape libraries, StorageTek tape libraries, Veritas Foundation Suite (Filesystem, Volume Manager), Veritas Netbackup (6.5.x).

Software: NetApp Data ONTAP (7-mode) 6.5.x, 7.x, 8.x, NetApp Clustered Data ONTAP (cDOT) 8.1.x, 8.2.x, NetApp Snapmirror and Snapvault (7-mode and cDOT), NetApp Open Systems Snapvault (OSSV), NetApp Virtual Storage Console for VMware vSphere, NetApp SnapDrive for Windows and Unix, NetApp SnapManager for SQL, NetApp SnapManager for Exchange, Red Hat Kickstart, Red Hat Satellite, Solaris LiveUpgrade, Solaris Jumpstart, Solaris Flash Archives, Solaris Volume Manager, Sendmail, Postfix, Apache.

Server Hardware: Sun Fire (4800, V240, V125), Sun Enterprise (6500, 4500, 3500), Sun Netra (T1405, T1), HP PA-Risc servers (N, L, D, and A class), Dell and HP Intel based servers.

Security Technologies: Checkpoint Firewall-1 and VPN-1, Nokia IPSO firewall appliances (IP650, IP330), RSA SecureID tokens, IP Filter, Netfilter (iptables), OpenVPN, GnuPG, PGP.

Network Technologies: Cisco switches and routers (6500, 3700, 2600), F5 BigIP load balancers,.

Protocols: TCP/IP, DNS, SMTP, IMAP, POP, CIFS, NFS, SSH, NetBIOS.

Languages: Fluent in Perl, Korn shell and PowerShell. Basic knowledge of Python, C, XML, SQL, and HTML..

Education

BS in Computer Science
North Carolina State University

Overall GPA: 3.80 out of 4.00