

Eric F. Trudeau, EMCPE, EMCIE



PROFESSIONAL SUMMARY

Having worked in many areas of IT, I have gained a very broad skillset, which allows me to analyze & comprehend everything from the big picture to the small details. My primary specializations lie in storage (EMC Isilon & VNX) and full stack tools development (Python). Ultimately, I am seeking a position where I am challenged, mentored and taught by others with a deeper technical depth than my own, while using my broad operational and development knowledge to bring automation and procedural improvement to large scale environments.

EXPERIENCE

Dell | Managed Services Senior Storage Engineer & Tools Dev, Wolters Kluwer Account 7/2013 - Present

- Built a custom, highly relational tools platform geared towards enterprise storage environments. This included a ticketing system customized to storage specific metrics with one-way synchronization from Dell's Remedy ticketing system, which allowed for detailed and customizable reporting.
- Added a module to facilitate Capacity Planning for over 6PB of SAN storage. This included being able to track forecasted projects and allocations to compare against currently available storage. All capacity information was synchronized twice daily with data pulled directly from the frame's API / CLI (including both EMC VNX Block & File and Dell Compellent).
- By leveraging that information, I added a server mapping utility to relate both physical and virtual servers back to their storage and ESXi datastores, hosts, clusters and clouds (if applicable). We also pulled in server information from Dell's CMDB (asset database). This report was instrumental in a smooth, large-scale migration effort to decommission aging storage frames. This also greatly aided troubleshooting efforts, as it was possible to instantly map a host back to its storage, or the inverse, knowing which frame and being able to list out all hosts and applications contained therein. By automating this process we reduced the generation time from 3-5 days of L3/4 time down to a few seconds.
- When necessary, challenged the status quo to bring automation and other time saving procedural improvements to the team and account.

Technologies used: EMC VNX, Data Domain, Watch4Net; Dell Compellent; Python (Django Framework); KendoUI; HTML / CSS; Ubuntu; Apache; MySQL; Bash & PowerShell Scripting; Git.

EMC | Residency Services Storage Engineer, Walt Disney Account 5/2012 - 6/2013

- Served as a technical intermediary between multiple internal Disney business units and EMC support while tracking all issues to resolution to provide consistent delivery excellence.
- Coordinated between multiple vendors on technical incidents (including Sev 1 Production Impacting), which included C-Level management visibility within EMC and Disney.
- Operational Lead / Knowledge Champion for eight EMC Isilon clusters totaling 1.2 PB and nine EMC Data Domain arrays totaling over 2.8 PB.
- Scripted operational duties including weekly dashboards, documentation, and share provisioning.
- Proposed, planned and executed code and firmware upgrades for Tier 1, mission critical applications.
- Wrote documentation internal to EMC & Disney that included Architectural Standards, Best Practices for Disney's Environment, Comprehensive Configuration Guides and Technical Run Books.

Technologies used: EMC Isilon OneFS, X & NL series; EMC Data Domain; Salesforce; DNS; Python (Django Framework); ExtJS; HTML / CSS; Bash Scripting; HP Service Manager.

EMC | Isilon Storage Division Senior Product Support Engineer 10/2011 - 5/2012

- Provided enterprise technical support in Isilon's Global call center including troubleshooting, remote assistance and problem resolution to customers of all sizes with clusters ranging from 3 to 40+ nodes in multi-million dollar installations.

- Continually expanded my technological knowledge by diving in head first to Linux, FreeBSD, OneFS and NFS to which I had little to no prior experience.
- Within a few months at Isilon, I realized that support was missing a key tool to allow engineers to read the alerts database in detail. On my own initiative and in my spare time, I wrote an application using Python & Django to fill this gap and to provide Isilon's support with a deep view into the alerts database.
- Quickly progressed in my career taking 6 months to pass from Triage, thru Tier 1, to Tier 2 (Senior Product Support Engineer).
- Quickly analyzed, researched, diagnosed and resolved cases to provide the fastest possible resolution to customers while prioritizing a caseload of up to 30 cases. Leveraged peers, escalations, developers and supervisors for cases outside of my skillset to learn and grow while resolving the issue for the customer.
- I was routinely used by my supervisors as a resource to quickly de-escalate hot customers due to case severity, political nature or customers critical to the financial success of Isilon.

Technologies used: EMC Isilon OneFS, S, X & NL series; VMware ESXi, vSphere; Salesforce; DHCP, DNS; Python (Django Framework); Bash Scripting.

Hospice of Kitsap County IT Consultant

12/2009 - 9/2011

- Scoped, purchased, installed and configured a complete IT overhaul utilizing a \$150,000 budget over two years which included cable, network equipment, servers, desktops, and laptops.
- Configured segregated VLANs & VSSIDs to secure network traffic between servers, staff and guests. Setup a redundant VPN tunnel between the main office and in-patient care facility to provide secure network access to core applications.
- Deployed VMware ESXi to separate server duties and improve system stability.
- Built standard desktop and server images deployed to 15+ servers, 65+ workstations & used by 80+ users.
- Wrote a custom CLI console in PowerShell for adding users, mailboxes, groups and contacts.

Technologies used: VMware ESXi, vSphere; Exchange, SharePoint, Active Directory, DHCP, DNS, Remote Desktop Server, WSUS; SonicWALL NSA Series, SSL; Symantec Backup & Endpoint Protection; Cisco & HP Switches.

CERTIFICATIONS

- **EMC Proven** Isilon Platform Engineer 2014
- **EMC Proven** Isilon Implementation Engineer 2014
- **CCNA** 2011

EDUCATION

- **LeTourneau University** Longview, TX 2006-2007
- **Olympic College** Bremerton, WA 2004-2006