Jeffrey Quinn

(517) 256-2948

jeff.quinn@gmail.com
www.jeffreyquinn.com

Experienced leader, manager, and technical expert who fosters a culture of high performance, service maturity, and data driven decision making. Effective communicator that builds and establishes prosperous relationships within the organization to increase alignment, strengthen critical business services, and work collaboratively towards building a strategic service portfolio that balances costs, effectiveness, and customer needs. Uses experience in project management, public institution budgeting, fiscal responsibility, and vendor relationship management to be a steward for the residents of Oakland County.

Management
Merged and established a new culture of high performance, building a team comprised of full-time staff, contractors, and consultants to drive successful projects and initiatives that provide a robust and resilient infrastructure

Leadership
Established cross-departmental relationships to champion organizational improvements including Cloud adaptation, automation initiatives, improved communication, and increased transparency

Technical Proficiency
Detailed experience with server, software, database, storage, backup, virtualization, cloud, and network technology standards that support highly available, mission critical applications to provide uninterruptible services to residents and law enforcement organizations

Career

Oakland County Infrastructure Services, Waterford, MI *October 2016-Present*
Chief Technical Services, Database, Server Administration, Microsoft 365

- Led the County's IT Infrastructure Modernization Program, including architecting the storage, compute, and data protection solutions with vastly improved performance and capability, writing a Miscellaneous Resolution for funding, negotiating contracts, managing vendor relationships, overseeing technical implementation and migration efforts, while providing prioritizing business needs and minimal downtime and disruption
- Designed software to test and perform automatic data center failover of the storage and compute infrastructure, providing a 2-hour RTO for 300 production servers
- Designed and led IT Disaster Recovery tests, including recovering infrastructure command-and-control, loss-of-data center, and ransomware recovery
- Resolved ongoing technical problems by using technical expertise, past experience, and achieving group consensus on proposed solutions
- Organized and managed $12-$20 million Infrastructure Services budget for FYs 2019-2024
- Led effort with the County CISO to roll out data loss prevention for County email
- Manage the Microsoft 365 program focusing on expanding adoption and improving efficiency across the organization

- Designed and implemented a national award-winning capacity management and planning process and freely available tool named “vCapCalc” to improve efficiency of resource utilization for Oakland County and any public sector organization that participates in the G2G Marketplace
- Improved service quality and customer satisfaction by Implementing a service-based support model, focusing on deeper expertise by current staff
- Significantly improved system and capital resource efficiency of the virtualization and storage environments by changing how workloads, production systems, and resources are managed and distributed

Michigan State University ITS Infrastructure, East Lansing, MI *January 2015-October 2016*
Manager: Virtualization & Storage Systems

- Ran a team of highly technical and effective staff and contractors, delivering robust and resilient storage and virtualization services to the campus community
- Significantly improved service reliability by implementing a best-in-class FlexPod reference architecture to provide increased reliability and resilience, while significantly reducing technical debt and eliminating 12 legacy storage arrays, 105 aged ESX hosts in 19 clusters, and an unstable fiber channel SAN fabric
- Technical and team lead for an ambitious 10-month, $10 million remediation project that allowed the organization to avoid catastrophic disaster by non-disruptively migrating all services to an alternate data center before flood waters could breach the Computer Center
- Technical team lead for a new campus-wide Virtual Desktop service offering
- Created sustainability and cost accounting models with capacity planner for virtualization and storage services, predicting 40-50% growth compounding annually
- Served as coordinator and management liaison during service outages, performed and presented root cause analysis, and worked with cross-unit teams to develop and propose solutions
- Drove positive customer relationships with business and academic leaders, fostering a collaborative environment

Michigan State University IT Services Infrastructure Design, East Lansing, MI *2014*
Infrastructure Architect: Infrastructure Design

- Developed infrastructure catalog and service software to report on infrastructure usage and costs while working remotely full time
- Managed several large infrastructure projects under tight budget constraints, including implementing a new enterprise backup solution, replacing enterprise-class storage arrays, and replacement and redesign of our virtualization host systems
- Wrote detailed Request For Proposal specifications, analyzed responses, and selected winning vendors
- Tracked service costs, performed financial assessments and created sustainability models for existing and new services
- Created and maintained system architecture diagrams
- Developed service level agreements and served as a customer liaison for service requests and implementation

Michigan State University IT Services Infrastructure, East Lansing, MI *2012-2014*

Manager: Virtualization, Storage, and Systems

- Managed a team of 10 full time staff responsible for offering core university infrastructure services including virtualization, storage, backups, and Windows and Linux systems administration
- Evaluated service offerings, designed proposals to improve them, negotiated with vendors and upper management, and led implementation
- Researched, wrote, and presented to leadership the benefits of cost-based accounting to allow for a better understanding of Total Cost of Ownership and data-driven decisions for all services
- Champion of ITIL principles, implementing change management procedures, documentation, and automation

Michigan State University ATS Mail & Storage, East Lansing, MI *2006-2012*
Information Technology Professional, Storage Administrator

- Responsible for maintaining and provisioning Academic Technology Services (ATS) storage offerings that included over 200 TB of capacity in IBM DS4800, NetApp FAS 900, 2000, and 3000 series in dual-HA configuration, Dell/EMC CX500s, iSCSI storage arrays
- Ensured that student and staff data was protected by effectively maintaining storage for key academic services such as the central virtualization offering, MSU Email, Angel and Desire2Learn classroom software packages, Campus Active Directory, AFS, and the MSU Library Archive
- Improved student and internal staff experience by designing and programming web-based applications, such as a change management application, modifications to the MSU webmail interface, service applications, and graphing software

Technical Experience and Proficiencies

Enterprise Storage

- Protocols: iSCSI, Fiber Channel, NFS, CIFS
- Pure FA //Evergreen, NetApp OnTAP 7-Mode and C-Mode, EMC CX/Clariion, IBM FastT, and Dell Compellent storage arrays
- McData and Brocade fiber channel fabric administration and zoning
- NetApp FAS900, FAS2000, FAS3000, FAS6000, FAS8080, in 7-Mode, Cluster Mode, and Metrocluster configurations

Virtualization

- VMWare ESXi 5+
- Cloud: AWS, Digital Ocean
- Docker, Docker-compose

Backup

- Commvault 9/10 enterprise backup software
- Deduplicated disk-based primary backup
- StorageTek SL3000 enterprise tape library with LTO6 tape drives
- EMC Avamar and Data Domain

Server Administration

- Hardware: Cisco UCS blade, Dell rack and blade server technologies
- Linux: SLES, RHEL, Ubuntu, CentOS, OpenSuSE
- Unix: Solaris, OpenBSD, FreeBSD, SmartOS
- Windows: Server 2003+
- Automation: Puppet, Jenkins

Programming, Scripting, and Software

- Web languages: PHP, Ruby on Rails, HTML, CSS, JavaScript, jQuery
- Scripting languages: Ruby, Bash, Perl, PowerShell, Python
- Versioning: Git
- Databases: MySQL, MSSQL, SQLite, and PostgreSQL development and administration

Policies and Procedures

- PCI DSS
- CJIS
- HIPAA

Education:

Lyman Briggs School at Michigan State University, East Lansing, MI *2005*
Graduation: December, 2005

- BS in Lyman Briggs Computer Science and Lyman Briggs Human Biology.

MSU HR Development: Foundations for Effective Leadership *2012*

Graduate, MOR IT Leadership Program *2013*

Graduate, Leadership Oakland *2019*

Certifications

ITIL Foundations *2014*