

**Tom Burrell**  
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**Technical Proficiencies:**

- CommVault Certified Expert
- NetApp DataOnTap
- Windows Server (multiple versions)
- FC SAN
- Azure Fundamentals Certified
- AWS Backup

**Experience:**

Ameriprise Financial Services

Minneapolis, MN

**Storage Operations Engineer**

January 2019 to Present

- Product Owner – Backup. Provide guidance and leadership in managing storage and backup systems to other team members.
- Work with business and IT leadership to identify future and current needs for data protection and design appropriate solutions
- Meet with IT and business leadership to discuss upcoming projects and storage/backup impacts and options
- Maintain and expand backup systems (CommVault, AWS Backup).
- Manage NetApp NAS and SAN storage.
- Oversee work of outside vendors (support and upgrades)
- Develop and execute DR Plans for supported systems
- Communicate with technical and business staff and leadership to schedule upgrades, address issues and coordinate maintenance work
- Work with backup vendor to configure and expand capabilities
- Track support tickets both internally and with vendors

**Key Accomplishments:**

- 2021 Chairman's Award For Excellence Finalist
- Lead technical resource on datacenter exits for storage and backup
- Maintained backup success rate over 99.5% for over 18 months
- Lead effort to improve enterprise ransomware recovery preparedness

ATR International (Abbott Labs)

St Paul, MN

**Storage Administrator**

July 2018 to December 2018

- Administer and monitor NetBackup backup system
- Manage NetApp NAS
- Administer Hitachi and Brocade SAN

CompuCom (Ameriprise Financial Services)

Minneapolis, MN

**Storage Administrator III**

November 2016 to July 2018

- Provide on-site managed services for storage and backup with a large financial services firm.
- Maintain and expand backup systems (Avamar, CommVault).
- Manage NetApp NAS and SAN storage.
- Provide data protection using SnapMirror, SnapVault and on-host snapshots.
- Provide guidance and leadership in managing backup systems to other team members.
- Installed and configured new CommVault system in US and India.

Thomson Reuters

Eagan, MN

**Sr Storage Engineer**

August 2013 to September 2016

- Determine appropriate technologies and processes for protecting data, drawing from a suite of corporate standard products and methods including NetBackup, Avamar, and array-based snapshots/replication.
- Plan and oversee installation, expansion and refresh of all NetBackup environments including new hardware, networking configuration, policy configuration and data migration.
- Work with business units and legal department to plan appropriate data protection and retention policies.
- Led effort along with legal team to reduce tape storage costs by identifying unneeded data and inappropriate retention policies and arranging for secure destruction - costs reduced by over 35% in the first year and over 50% by the second year.
- Led a multi-team effort with storage support, server support, networking, legal, and business teams to improve backup performance by identifying and implementing improvements in network configuration and changes to backup policies and equipment.

DataSite (formerly Merrill Communications LLC)

St Paul, MN

**Various**

November 1997 to August 2013

Served in several capacities including Help Desk, Desktop Support and Architecture, Server Administration and Design, and Storage Administration and Design for a document management services provider.

- Work as part of a team designing, implementing, and administering a shared storage environment including SAN, NAS, backup, and data replication services for over 2 PB of data at over 30 locations in the US, Europe, and Asia.
- Design storage and backup solutions to meet internal customer needs using new and existing technologies.
- Work as part of a team to design, implement and test Disaster Recovery solutions using a variety of storage technologies.
- Routinely present plans, designs, and problem resolution information to management.
- Maintain high-availability storage across multiple platforms including Windows, HP-UX, VMS, and Linux in a 24x7 environment.
- Provide enterprise data backup and recovery architecture, support, and administration for over 30 offices worldwide.

**Education:** St Mary's University

Minneapolis, MN

**Bachelor of Science - Telecommunications Management**